

# HELPING HAND.

It's important to keep a close eye on your investments, so we do all we can to lend a helping hand. That's why we've put together this step-by-step guide to help you get the most out of the Investor Portfolio Service (IPS) website and your online account.

START

EVERY  
DAY  
MATTERS.®





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# ABOUT THIS USER GUIDE.

Our user guide gives you step-by-step instructions about how to use the IPS website and make the most of it.



## INVESTOR PORTFOLIO SERVICE (IPS)

Whether you're saving for your family's future or for your retirement, keeping a close eye on your portfolio can help you to make the most of your investments. As well as information on our products and the latest market news and commentary, you can register for a free online account through IPS.

The online account has been designed to allow you to view and manage your investments online, giving you greater control and access to your investment portfolio. Plus, you'll still continue to get the benefits that you currently get from IPS. More information on how to register for the online service can be found on the next page of this user guide.

By signing up for your free online account, you'll also get access to online features, including:

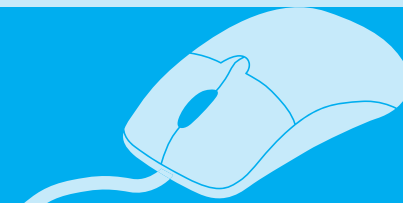
- Access to your portfolio, 24 hours a day, seven days a week.
- Print-friendly valuations across your entire IPS portfolio.
- The ability to securely buy, switch, top up and sell your portfolio investments online.
- The ability to track your previous transactions.
- Online access to past statements and other correspondence from us.
- Fund information and market commentary from our experts.
- Financial news and feature articles.
- A secure website, offering peace of mind when you're transacting online.

Of course, you can still speak to a financial adviser at any time as well.

If you need any help using the site, please call us on **0845 272 0089**. Lines are open Monday to Friday 9.00am to 5.30pm. We may record and monitor calls. Call charges will vary.

# REGISTERING FOR THE ONLINE SERVICE.

Registering for the online IPS service is free and gives you access to up-to-date valuations, the option to transact within your investments and update your details.



## HOW DO I REGISTER FOR THE ONLINE SERVICE?

Registering for the free online service from IPS is simple and secure. All you'll need is:

- Your client reference number to hand; it starts with '50'.
- An active personal email account that you check regularly.

Once you have these, simply follow the steps below:

- 1. REGISTER:** Visit [www.onlineips.co.uk/login](http://www.onlineips.co.uk/login) and follow the instructions on screen marked '**Already an Investor Portfolio Service customer but not yet registered for this online service?**'.
- 2. EMAIL CONFIRMATION:** You'll then receive an email confirming that we've received your registration request. For security reasons, we'll send you a letter within five working days to the address registered with your account, giving you a temporary password. Your temporary password will be valid for just six weeks for security reasons.
- 3. LOGGING IN FOR THE FIRST TIME:** You'll need to have your customer reference number and the temporary password we send you to hand. Then visit [www.onlineips.co.uk/login](http://www.onlineips.co.uk/login) and follow the instructions on screen marked '**Just received a password from us through the post and accessing the site for the first time?**'.
- 4. SECURITY:** Once logged in you'll be asked to change your temporary password for one that you've chosen. You'll also need to provide answers to some security questions that only you should know the answer to, for example, 'What was your first car?'.
- 5. YOU'RE IN:** You can start enjoying all the benefits detailed in this guide that the free online service IPS brings you.

Please note, the online IPS service is only available to customers who have chosen not to receive ongoing advice from a financial adviser. If you've chosen to pay for ongoing advice, please speak to your adviser about how to access your account online.

If you need any help using the website, please call us on **0845 272 0089**. Lines are open Monday to Friday 9.00am to 5.30pm. We may record and monitor calls. Call charges will vary.

Please note that we are unable to give advice on this number. If you want advice on your investments with IPS, you should speak to a financial adviser.

If you don't already have a financial adviser and would like to speak to someone at Legal & General's Financial Solutions Direct, simply call **0800 316 5866**. Lines are open Monday to Friday 9.00am to 5.00pm. Calls may be recorded and monitored. Calls are normally free of charge from landlines but charges may apply from mobile phones.

Alternatively, you can email Financial Solutions Direct on [advice@landg.com](mailto:advice@landg.com). Please note, our team can only advise you on Legal & General's products. If you're contacting us by email please remember not to send any personal, financial or banking information because your information isn't secure.

## i

Once you've registered for your free online account, why not download the IPS mobile app to check your latest portfolio valuation and catch up on market news on the move? The app is free to download, simply search for IPS in your app store.

To log in to the app you use the same client reference number and password you use to access your online account. Once you've logged in you can access:

- Your latest portfolio valuation on the move.
- Fund performance and asset allocation information for the funds you're invested in.
- Daily financial market news to keep track of trends that could impact your investments.
- Search recent transactions that you've made.



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1.

2.

3.

4.

5.

6.



## THE HOMEPAGE.

Let's get started and run through what's available to you on the homepage when you first visit **www.onlineips.co.uk**.

### FEATURES AT YOUR FINGERTIPS:

#### 1. YOUR ACCOUNT

Existing users can log in and new users can register.

#### 2. ABOUT IPS

Find out more about IPS and the benefits of being with us.

#### 3. INVESTMENTS

Find out how to buy and top up investments through IPS, our re-registration services and the funds we offer on our carefully selected panel.

#### 4. PENSIONS AND BONDS

If you're an existing Portfolio Bond or Portfolio Plus Self Invested Personal Pension (SIPP) customer, you can find out more about managing your investments.

#### 5. MARKET INFORMATION

Keep up to date with commentary on market developments, feature articles, financial news and our latest video guides.

#### 6. HELP

Information about IPS and help with using the service.



The cookie settings on this website are set to allow all cookies to improve the overall performance of our website and give you the best user experience. [Find out more](#) **OK**

**Legal & General INVESTOR PORTFOLIO SERVICE**

Home About IPS Investments Pensions and Bonds Market Information Help Your account

**HOW CAN WE HELP YOU?**

- > Log in to your portfolio
- > Manage your investments
- > The benefits of being with us

**STAY INFORMED.**

Having a better understanding of the financial markets can give you confidence when managing your portfolio. Our expert market analysis can give you exactly that.

**FIND OUT MORE**

**FUND FINDER** [View our fund range](#)

**CONTACT US**

To help ensure you can always keep in touch with us and your investments, we try to make it as easy as possible for you to contact us the way you prefer.

[Contact us](#)

**ISAs**

Invest in a stocks and shares ISA quickly and easily with IPS today!

[ISA Investing with IPS](#)

**EXPERT INSIGHT**

Our experts take a look at how the financial markets are performing, the latest economic trends and how these could impact the performance of your funds.

[Market commentary](#)

**SIMPLICITY**

Our helpful guides can help to explain some common areas of investing, such as asset classes and common financial jargon, putting you in control.

[Helpful guides](#)

**SIGN UP AND LOG IN**

Find out what to do if you need help signing up for our free online service or if you've forgotten your password.

[Sign up and log in](#)

**NEWS**

- 04.08.14 '40,000 households' using Help to Buy
- 04.08.14 Councils urged to work with private investors
- 01.08.14 Mortgage lending 'set to top £200bn'
- 01.08.14 Work under way on flood defences
- 31.07.14 Profit warnings 'at three-year high'
- 31.07.14 Debts bring separating couples together

**YOU MIGHT ALSO BE INTERESTED IN...**

**User guide (PDF: 2094KB)**

Step-by-step instructions about how to use the Investor Portfolio Service website and make the most of it.

**Information on Investing (PDF: 1476KB)**

An introduction to the basic information you need to know if you decide to invest with us.

**Fund panel guide (PDF: 183KB)**

Find out how we select, monitor and manage the range of investment funds you can choose from.

You are here: [Home](#)

**ABOUT IPS**

Benefits of our secure online service

**INVESTMENTS**

New customers  
Existing customers

**MARKET INFORMATION**

Market commentary and analysis  
Industry news  
Helpful guides

**HELP**

About the service  
Sign up and log in  
Help and support  
Re-registration Service  
Changes to charges

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[Contact us](#)

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## 7. FUND FINDER

Find out more about the funds we offer on our carefully selected panel.

## 8. CONTACT US

Our email, post and phone contact details.

## 9. NEWS

Keep up-to-date with the latest financial news, updated daily.



# BUYING FOR THE FIRST TIME.

If you're a new customer and are looking at buying stocks and shares ISAs, OEICs and unit trusts online, you can do so through our secure and simple process.

The cookie settings on this website are set to allow all cookies to improve the overall performance of our website and give you the best user experience. [Find out more](#) **OK**

**Legal & General** **INVESTOR PORTFOLIO SERVICE**

[Home](#) [About IPS](#) [Investments](#) [Pensions and Bonds](#) [Market Information](#) [Help](#) [Your account](#)

[New customers](#) [Existing customers](#) [Portfolio Investments fund range](#)

**NEW CUSTOMERS**

The sooner we start working towards our financial goals in life, the sooner we can meet them. Whether you're saving for a new car, your family's future or for a comfortable retirement, investing with IPS could help you make those goals a reality.

IPS offers a carefully selected panel of funds chosen to meet the needs of our customers, as well as a UK-based Customer Service Team and access to a secure online service to give you the control you need when managing your investments.

Our website doesn't provide advice or personal recommendations. We haven't assessed whether this product is suitable for you. This means that you don't have the protection you would have received if we had done this. It's up to you to decide if an investment with us is suitable for your needs. If you're unsure, you can contact a financial adviser who can advise you. If you would like to speak to someone from Legal & General's Financial Solutions Direct please see the 'Investment advice' section on our [contact us](#) page.

**Important information:**  
The value of an investment and any income you take from it can fall as well as rise and you may get back less than you invested. Although there is no fixed term, you should be prepared to hold this investment for five years or longer, and ideally not tie yourself to a fixed end date.

[SHOW ALL](#) [HIDE ALL](#)

**BUY A STOCKS AND SHARES ISA OR INVESTMENT FUND.** +

[OPEN A JOINT HOLDING INVESTMENTS.](#) +

[TRANSFER AN ISA TO IPS.](#) +

[SET UP A REGULAR INVESTMENT.](#) +

[SPEAK TO A FINANCIAL ADVISER.](#) +

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You are here: [Home](#) > [Investments](#) > [New customers](#)

ABOUT IPS	INVESTMENTS	MARKET INFORMATION	HELP
Benefits of our secure online service	New customers Existing customers	Market commentary and analysis Industry news Helpful guides	About the service Sign up and log in Help and support Re-registration Service Changes to charges

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**Legal & General**

## BUYING FOR THE FIRST TIME

If you've already registered for a secure account, please see our '**Buy online for existing registered customers**' section. If you're a new customer to IPS, please follow the steps below:

Visit **[www.onlineips.co.uk/investments/new-customers/](http://www.onlineips.co.uk/investments/new-customers/)** and follow the instructions under '**BUY A STOCKS AND SHARES ISA OR INVESTMENT FUND**'.

Please note, if you're an existing 'advised' customer (you've agreed to pay adviser charges on your investment) the online buy process is for 'non-advised' customers. If you apply using the links on this page you'll set up a separate 'non-advised' IPS account. To add to your existing advised investment or for further information please contact your financial adviser or our customer services.

you have completed this purchase.

Before you proceed with your selected product and fund, please ensure you've read the information in the Important Information box below. In there it explains the documents you need to read before making your decision. If you need any more information specific to your selected fund(s), please see our Fund A-Z where you can access the fund factsheet. We also recommend that you read more about the products we offer on our [Portfolio Investments page](#).

This website doesn't provide financial advice or personal recommendations. Legal & General haven't assessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

### Select investment product

Products

Select product

### Add funds

Fund manager

Select fund manager

Fund

ADD FUND

### Your chosen funds

\* Funds marked with an asterisk are not on our select panel of funds. The administration of this fund may have been moved across to Legal & General from another investment provider, or it may have once been on our selected panel and subsequently removed, following the ongoing reviews we perform of the funds on our panel. For more information on how we select, monitor and manage our panel of funds please [click here](#).

### Fees and Charges

For any investment held in commission free (unbundled) fund classes you'll pay the following fees and charges:

#### Platform Fee

This covers services provided to you by IPS for the administration of your investment.

#### Fund Charge(s)

The fund manager will charge the costs of running the fund, including dealing charges, ongoing charges, and some may charge a performance fee. The 'Ongoing Charge' is shown on the Key Investor Information Document (KIID) for the fund. There's a link to the relevant KIID(s) in the table above.

You will find full details of these charges in the Personalised Fees and Charges Schedule on the 'Read important information' screen. To understand more about how the fees and charges on your investments are calculated and paid on 'commission free' (or 'unbundled') funds, and how this works with your existing investments, you can read our [Investment Charging Guide here](#).

### Important information:

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected above. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

[Investing with IPS](#) [Important Fund Information](#) [IPS Terms and Conditions](#) [Guide to Paying the Platform Fee](#)

payments powered by  
**WorldPay**



NEXT

## BUYING FOR THE FIRST TIME: PRODUCT AND FUND SELECTION

You can use our online service to buy new portfolio investments as a new customer. If you're an existing customer, read the 'Buy online' section of this guide.

1. Select the Product you wish to invest in from the drop-down list.
2. Select the Fund Manager and Fund you wish to invest in from the drop-down lists under 'Add funds'.
3. Select 'ADD FUND' button.
4. Enter the amount you wish to invest. Choose the 'X' button to remove any selections you don't require.

You can add more than one fund by repeating steps 2 to 4 until you've selected all of the funds you wish to invest in.

5. Read the important information in the 'Fees and Charges' section, which gives you information on the fees and charges you'll pay when investing with IPS.
6. Read the documents in the 'Important information' section.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected above. They give you general investment information as well as details on cancellation, compensation and complaints. We recommend you print and/or download a copy of the KIID for each fund you've selected. You should also read and print and/or download a copy of the relevant product documents under this section.

7. Once you've completed the steps above, select the 'NEXT' button to continue.

**TIP:** Do not use the browser forward and back buttons to navigate these screens, as this will lose important data.

8.

Buy, top up, switch or sell

Choose product and fund | **Enter personal details** | Read important information | View summary | Enter payment details | View Confirmation

### ENTER PERSONAL DETAILS.

Please enter your personal details below. All fields marked with an "\*" are mandatory.

Title \*

First name \*

Surname \*

Date of birth \*

Do you have a National Insurance Number? ☐ Yes ☐ No

National Insurance Number

Postcode \*  **FIND**

Address \*

United Kingdom

Email address \*

Confirm email address \*

Telephone number \*

9.

You can only continue if you are a UK resident for tax purposes. If you are unable to confirm the statement below, unfortunately you will be unable to proceed.

☐ I am solely UK resident for tax purposes and I am not a US citizen.

10.

**BACK****NEXT**

## BUYING FOR THE FIRST TIME: ENTER PERSONAL DETAILS AND PAYMENT OPTIONS

8. Enter your personal details. To find your address, simply enter your post code and click the 'FIND ADDRESS' button and select your full address to automatically complete the address fields.
9. Confirm that you're a UK resident by selecting the tick box.
10. Once completed select the 'NEXT' button to continue.



11. ☐ I agree to the above declaration.

**Important information:**

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS, as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

[Investing with IPS](#) [Important Fund Information](#) [IPS Terms and Conditions](#)  
[Personalised Fees and Charges Schedule](#) [Guide to Paying Your Platform Fee](#)

12. **+** **UK resident**

☐ I confirm I am resident in the UK.

**+** **IMPORTANT PLEASE READ: DATA PROTECTION**

**Use of your information by Legal & General:** We take your privacy very seriously. We use the personal information collected via this form and any other information that you provide to us ('your information') for the purposes of:

1. Providing you with our products and services and dealing with your enquiries and requests;
2. Administering your investment;
3. Carrying out market research, statistical analysis and customer profiling; and
4. Sending you marketing information (by post, telephone, email and SMS) about products and services of companies in the Legal & General group and of third parties whose products and services we offer to our customers.

By continuing with this application, you agree to receive the information as described in 4 above, unless you tell us otherwise by ticking the box below:

13. ☐ I wish to opt out of receiving marketing material.

Given the global nature of our business, we may need to transfer your information to countries outside the European Economic Area in order to provide our services to you.

**Disclosures:** We will disclose your information to other companies within the Legal & General group of companies, regulatory bodies, law enforcement agencies, future owners of our business and suppliers we engage to process data on our behalf.

**Access:** You have the right to ask for a copy of your information in return for payment of a small fee. To obtain a copy of your information, please write to us at: Legal & General Group Plc, Investor Portfolio Service, PO Box 1112, Chelmsford, CM99 2UX

I agree to the use of my information as set out above.

I understand that a copy of the completed application and/or IPS Terms and Conditions is available on request.

I have read the Declaration carefully.

I agree that the [IPS Terms and Conditions](#) form the basis of my agreement with Legal & General.

**BACK** **NEXT**

14.

15.

## BUYING FOR THE FIRST TIME: READ IMPORTANT INFORMATION

11. Read the declaration and tick the box if you agree with it.

By ticking the declaration box you're also confirming that you've seen the KIID for the fund(s) you're investing in. A KIID can be viewed by clicking the KIID link that appears beside the individual fund name on the 'Choose product and fund' screen.

12. If you're buying an ISA you'll also need to confirm that you're a UK resident.

13. Indicate whether you're happy to receive marketing material from us or not.

14. Please ensure you've read the personalised fees and charges schedule.

15. Once completed select the 'NEXT' button to continue.



## IMPORTANT INFORMATION

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

If a KIID is available, it can be viewed via the KIID link in the 'Choose product and fund' screens. We recommend you print and/or download a copy of each KIID for your records.

Buy, top up, switch or sell

Choose product and fund | Enter personal details | Read important information | **View summary** | Enter payment details | View Confirmation

Here is a summary of your personal details and your selected product and funds(s).  
If you wish to amend any of these details, please use the tabs above to navigate back.  
If the details are correct, click 'Submit' at the bottom of the screen to submit your application.

**Your selected product and funds**  
Product  
Investment Fund

Fund(s)	Amount (£)
Legal & General High Income A Trust Inc	10,000.00
<b>Total amount invested</b>	<b>10,000.00</b>

**EDIT**

**Your personal details**

Name: Mr Any Body  
Address: 1 The Croft  
Madeup Road  
Brighton  
East Sussex  
United Kingdom  
BN1 5DT  
National Insurance Number: NR-07-07-A  
Date of birth: 01/12/1985  
Email address: anybody@myhouse.com  
Telephone number: 07770 666999

**Income choice**  
Income generated by your funds will be reinvested.

**EDIT**

**Payment type**

☒ **Debit card**  
Available for Visa and Maestro only.

☐ **Pending Payment**  
This option allows you to submit a deal now, but pay later if the IPS Cash/Trading Account doesn't currently have sufficient cleared money. We'll process the deal once there is sufficient cleared money in the account. This must be within 14 calendar days of the deal being set up, otherwise it'll expire and you'll have to set up and submit it again. For current tax year ISAs, the IPS Cash/Trading Account must contain sufficient cleared money within 14 calendar days or by the last business day of the tax year end (whichever falls sooner).  
This deal will expire on 10/07/2013 unless there is sufficient cleared money in the account by then. Please note that you won't receive any reminder of the expiry date.

**BACK** **SUBMIT**

**BUYING FOR THE FIRST TIME: VIEW SUMMARY**

16. Confirm the summary; if any of the details are incorrect select the appropriate 'EDIT' button to amend.
17. As a new customer, the 'Debit card' payment issue will automatically be selected.
18. When you're finished, select the 'SUBMIT' button to continue.



Buy, top up, switch or sell

Choose product and fund | Enter personal details | Read important information | View summary | **Enter payment details** | View Confirmation

### Debit Card Payment

For your security, your payment will be taken using the secure WorldPay system below.

**To start:** Select payment card type by clicking the relevant icon.

**Next:** You'll be able to enter your payment card details. Follow the on-screen instructions to make your payment and receive your reference number.

At any point:

**To edit your personal or product and fund details:** click 'Cancel Payment' and you'll be directed to your summary screen. From here, you can review and amend your details.

**To change your payment details:** select 'Start again' and you'll be able to re-enter your payment details.

Once you're happy that all the details are correct, click 'Make Payment' to proceed with your investment.

If you've any problems making your payment, please contact us on 0845 272 0089.

### Secure Payment Page

Please review your purchase details, then select a payment method to continue.

**Legal & General (Portfolio Management Services) Ltd**

Description	U03K1XA
Amount	£10,000.00

**Select your payment method**

VISA DEBIT

Visa Debit | Maestro

**Cancel**

payments powered by For help with your payment visit the: [WorldPay Help](#).

---

**Secure Payment Page**

**Legal & General (Portfolio Management Services) Ltd**

Payment method	Maestro	
Description	U03K1XA	
Amount	£10,000.00	

**Card details**

\* Indicates a required field

\* Card number

\* Security Code

\* Expiry date

\* Cardholder's name

☒ **Start again** ☒ **Make payment**

☒ **Cancel**

WorldPay (UK) Limited © 2012

**NEXT**

## BUYING FOR THE FIRST TIME: ENTER PAYMENT DETAILS

19. Check the payment details are correct then choose the payment method you'd like to use.
20. Complete the required details followed by selecting the 'MAKE PAYMENT' button. You'll receive a message on screen confirming your payment.
21. Select the 'NEXT' button to continue.



## INVESTOR PORTFOLIO SERVICE

Phone: 0845 272 0089  
Call charges will vary  
We may record or monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

[Log in / Register](#)[Buy, top up,  
switch or sell](#)[Choose product  
and fund](#)[Enter personal  
details](#)[Read important  
information](#)[View summary](#)[Enter payment  
details](#)[View  
Confirmation](#)

## CONFIRMATION.

Thank you for your instruction, this has been received and we have sent confirmation to your email address. WorldPay will also send you an email to confirm receipt of your payment. Your instruction will show online within 3 working days. Written confirmation of this transaction will be sent through the post to your address.

Your deal reference is: U02DBMW

Your payment reference is: 130969375

## Important

Please print this confirmation screen and/or make a note of your reference numbers above as you will need to quote these if you [contact us](#).

## Your selected product and funds

Product  
Investment Fund

Fund(s)	Amount (£)
Henderson Sterling Bond Unit Trust Inc	50,000.00
<b>Total amount invested</b>	<b>50,000.00</b>

## Your personal details

Name	Mr THOMAS LEISHMAN	Client reference	50501652
Advice Type	Advised		
Address:	IFDS House Attn Mrs. D. Hazel St. Nicholas Lane Basildon United Kingdom SS15 5FS		

[PRINT FRIENDLY](#)

22.

BUYING FOR THE FIRST TIME: VIEW  
CONFIRMATION

22. To print out details of your transaction select the 'PRINT FRIENDLY' button.

Your purchase is complete. Why not register for the online service to keep track of your investments?



# ACCESS YOUR ACCOUNT, INCLUDING FORGOTTEN PASSWORD.

In this section of the user guide, we'll take you through how to log into your account, where you can securely view your portfolio valuation and manage your investments. We'll also help you understand what to do if you've forgotten your password and how to get a new one.



1.

The cookie settings on this website are set to allow all cookies to improve the overall performance of our website and give you the best user experience. [Find out more](#) **OK**

**Legal & General INVESTOR PORTFOLIO SERVICE**

Home About IPS Investments Pensions and Bonds Market Information Help

**HOW CAN WE HELP YOU?**

- > Log in to your portfolio
- > Manage your investments
- > The benefits of being with us

**STAY INFORMED.**

Having a better understanding of the financial markets can give you confidence when managing your portfolio. Our expert market analysis can give you exactly that.

**FIND OUT MORE**

**FUND FINDER** [View our fund range](#)

**NEWS** [01.08.14 Work under way on flood defences](#)

CONTACT US	ISAs	EXPERT INSIGHT	SIMPLICITY	SIGN UP AND LOG IN
To help ensure you can always keep in touch with us and your investments, we try to make it as easy as possible for you to contact us the way you prefer.	Invest in a stocks and shares ISA quickly and easily with IPS today!	Our experts take a look at how the financial markets are performing, the latest economic trends and how these could impact the performance of your funds.	Our helpful guides can help to explain some common areas of investing, such as asset classes and common financial jargon, putting you in control.	Find out what to do if you need help signing up for our free online service or if you've forgotten your password.
<a href="#">Contact us</a>	<a href="#">ISA Investing with IPS</a>	<a href="#">Market commentary</a>	<a href="#">Helpful guides</a>	<a href="#">Sign up and log in</a>

**NEWS**

- 04.08.14 '40,000 households' using Help to Buy
- 04.08.14 Councils urged to work with private investors
- 01.08.14 Mortgage lending 'set to top £200bn'
- 01.08.14 Work under way on flood defences
- 31.07.14 Profit warnings 'at three-year high'
- 31.07.14 Debts bring separating couples together

**YOU MIGHT ALSO BE INTERESTED IN...**

<a href="#">User guide (PDF: 2084KB)</a> Step-by-step instructions about how to use the Investor Portfolio Service website and make the most of it.	<a href="#">Information on Investing (PDF: 1476KB)</a> An introduction to the basic information you need to know if you decide to invest with us.	<a href="#">Fund panel guide (PDF: 183KB)</a> Find out how we select, monitor and manage the range of investment funds you can choose from.
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You are here: [Home](#)

ABOUT IPS	INVESTMENTS	MARKET INFORMATION	HELP
Benefits of our secure online service	New customers Existing customers	Market commentary and analysis Industry news Helpful guides	About the service Sign up and log in Help and support Re-registration Service Changes to charges

**EVERY DAY MATTERS**

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**Legal & General**

## 1. YOUR ACCOUNT INCLUDING LOGIN OR REGISTER

Select 'Your Account' and then press the 'LOGIN OR REGISTER' button. Alternatively, select 'Log in to your portfolio' in the menu on the left of the screen and then press the 'LOGIN OR REGISTER' button.

i

## MORE INFORMATION

If you've already signed up to the service, login by entering your IPS client reference (this starts with '50'), date of birth and password. Registration for our online service is open to existing customers who already have investments with IPS who have chosen not to pay for ongoing advice with a financial adviser.

**Legal & General INVESTOR PORTFOLIO SERVICE**

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

**GET MORE OUT OF YOUR INVESTOR PORTFOLIO SERVICE.**  
With a little help from our new user guide

Need help? [Download our user guide](#)

**LOG IN / REGISTER NOW.**

The features and benefits of the secure Investor Portfolio Service (IPS) are only available to customers who have registered to use the service. Why not follow the instructions below and register today to take advantage?

**Already an Investor Portfolio Service customer but not yet registered for this online service?**  
Please click on the [Register](#) button on the right hand box below, complete the details required then look out for your temporary password arriving through the post.

**Just received a password from us through the post and accessing the site for the first time?**  
Simply enter your client reference number, date of birth and the temporary password you received through the post in the 'Customer log in' area below, then follow the on screen instructions. Please note that your client reference number can be found on your statement or policy documentation and starts '50'.

**Already registered for the online service?**  
Simply log on by completing the details in the 'Customer log in' area, then press the 'Log in' button.

**Customer log in**

Client reference

Date of birth  dd  mm  yyyy

Password

[Forgot your password?](#) **LOG IN**

**Not yet registered?**

By registering for the secure Investor Portfolio Service (IPS) you can:

- Buy an ISA and Investment Funds
- Top up your existing ISA and Investment Funds
- Switch funds within your ISA or Investment Funds
- Sell funds within your ISA or Investment Funds
- View a summary of IPS products you hold
- Manage your existing monthly payments
- View your transaction history

**REGISTER**

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## 2. LOG IN

Enter your client reference number, date of birth and password and click the 'LOG IN' button.

If you're logging in for the first time, use the temporary password (sent to you in the post) followed by the 'LOG IN' button. The first time you log in you'll be prompted to change your temporary password to a permanent password known by you only – make sure you keep this information safe.

## 3. FORGOTTEN PASSWORD

If you've forgotten your password, simply select the 'Forgotten your password' link and follow the instructions on screen. We'll email a new password to you, which will only be valid for two hours for security reasons.

## 4. REGISTERING FOR THE ONLINE SERVICE

Select the 'REGISTER' button. Enter your client reference number, date of birth, post code, email address and agree to the Terms and Conditions. Once completed, select the 'NEXT' button to **continue**. Read our step-by-step walkthrough of how to register.



## YOUR CLIENT REFERENCE NUMBER

Your client reference number is unique to your IPS account. It starts with '50' and can be found on the latest statement that we sent you.

**FORGOTTEN PASSWORD:**

1. Select the 'Forgotten your password?' link on the log in page.

**Legal & General INVESTOR PORTFOLIO SERVICE**

**NOW'S YOUR CHANCE.**  
Take control and start investing from as little as £20 a month.  
Investment values may fall as well as rise.

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: [investor.portfolio.service@languard.com](mailto:investor.portfolio.service@languard.com)

**LOG IN / REGISTER NOW.**

The features and benefits of the secure Investor Portfolio Service (IPS) are only available to customers who have registered to use the service. Why not follow the instructions below and register today to take advantage?

**Already an Investor Portfolio Service customer but not yet registered for this online service?**  
Please click on the [Register](#) button on the right hand box below, complete the details required then look out for your temporary password arriving through the post.

**Just received a password from us through the post and accessing the site for the first time?**  
Simply enter your client reference number, date of birth and the temporary password you received through the post in the 'Customer log in' area below, then follow the on screen instructions. Please note that your client reference number can be found on your statement or policy documentation and starts '50'.

**Already registered for the online service?**  
Simply log on by completing the details in the 'Customer log in' area, then press the 'Log in' button.

**Customer log in**

Client reference

Date of birth

Password

[Forgotten your password?](#) [LOG IN](#)

**Not yet registered?**

By registering for the secure Investor Portfolio Service (IPS) you can:

- Buy an ISA and Investment Funds
- Top up your existing ISA and Investment Funds
- Switch funds within your ISA or Investment Funds
- Sell funds within your ISA or Investment Funds
- View a summary of IPS products you hold
- Manage your existing monthly payments
- View your transaction history

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## INVESTOR PORTFOLIO SERVICE

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

[Log in / Register](#)[Request new password](#)[View confirmation](#)

## REQUEST NEW PASSWORD.

If you've forgotten your password, you can request a new one by completing the details below.

We'll send an email containing a link to a page where you'll be asked some additional security questions in order to confirm your identity. You'll then be able to reset your password.

Please note: for security reasons the link will expire 2 hours after it's sent to you.

Client reference

Date of birth

(dd/mm/yyyy)

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## FORGOTTEN PASSWORD:

2. You can request a new password by entering your client reference (this starts with '50') and your date of birth.

3. Click the 'NEXT' button to continue.

We'll send an email containing a link to a page where you can reset your password.

**PLEASE NOTE:** for security reasons the link will expire two hours after it's sent to you.

4. Once you've received the email, click on the link and enter your details to create a new password.

5. For security you'll need to provide answers to the security questions you entered when you set up your IPS account. We may use these in future to identify you when accessing your account.

6. To further ensure the security and privacy of your account, please update your password and security questions.

7. Select 'CONFIRM' to update your log in details and access your account.



# INVESTMENT SUMMARY.

So, you're now logged in. Here's a quick run through of the headings and links you'll see. The first screen will show you the valuation of your portfolio investments.





## INVESTMENT SUMMARY

## 1. SHOW SEARCH

Allows you to filter by Product, Fund Manager, Fund or your investment's designated purpose to see specific investment valuations.

## 2. PRINT FRIENDLY

Allows you to print your entire portfolio valuation in a print friendly way.

## 3. USEFUL TERMS

Here are a few definitions to help explain the opposite screen:

TERM	DEFINITION
UNITS/SHARES	Number of units/shares in your investment fund
PRICE DATE	Price date that was used to calculate your valuation
PRICE (P)	Price (in pence) of each of your units/shares
VALUE (GBP)	Total price (in pounds) of your fund

**Legal & General INVESTOR PORTFOLIO SERVICE**

Ips Account1  
Client reference: 50521509  
05/08/2014

Phone: 0845 272 0089  
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Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

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**Investment summary** | [Buy, top up, switch or sell](#) | [Transaction history](#) | [View correspondence](#) | [My personal details](#) | [Manage my monthly payment](#)

**What would you like to do?**

- Buy
- Top up
- Switch
- Manage payment

**MY INVESTMENT SUMMARY.**

[SHOW SEARCH](#) [PRINT FRIENDLY](#)

**Total Contributions: £50.00** **Total Withdrawals: £0.06** **TOTAL VALUATION: £66.28**

**Stocks & Shares ISA / B50521509A1H** as at 04/08/2014 [BUY NEW FUNDS](#)

There are no holdings in this portfolio.

Contributions: 0.00 Withdrawals: 0.00 Valuation: 0.00

Your current tax year ISA contributions for this client reference: £0.00

**Investment Fund / B50521509A1H** as at 04/08/2014 [BUY NEW FUNDS](#)

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
Fidelity Strategic Bond Fund Inc	0.0329	04/08/2014	31.3400	0.01	
Invesco Perpetual Income Fund Acc	0.1920	04/08/2014	2,798.2900	5.37	
*Investec Cautious Managed I Fund Inc	3.8552	04/08/2014	110.6600	4.27	<input type="checkbox"/>
*Kames High Yield Bond B Fund Inc	0.2786	04/08/2014	102.8500	0.29	<input type="checkbox"/>
Legal & General MM Income R Trust Inc	1.0700	04/08/2014	58.5600	0.63	
M&G High Yield Corporate Bond A Fund Inc	28.8786	04/08/2014	51.5400	14.88	
Neptune Global Equity A Fund Acc	1.7190	04/08/2014	298.8000	5.14	
Newton Global Higher Income R Fund Inc	0.1030	04/08/2014	139.7200	0.14	
Old Mutual Global Strategic Bond A Fund Inc	4.4995	04/08/2014	196.5900	8.85	
Schroder Tokyo A Fund Inc	9.8681	04/08/2014	213.1000	21.03	
Threadneedle Global Select 1 Fund Acc	4.3720	04/08/2014	126.7200	5.54	
Contributions: 50.00 Withdrawals: 0.06				Valuation: 66.15	<a href="#">TOP UP</a>

**Portfolio Plus SIPP Non-Protected Rights Insured / B50501652A1K** as at 03/05/2012

Policy number: 2130005001

Fund	Units/Shares	Price date	Price(p)	Value(GBP)
L&G Pension First State Asia Pacific Leaders Fund	939.6870	03/05/2012	222.2100	2,088.08
L&G Pension Invesco Perpetual Income Fund	1,563.0870	03/05/2012	140.1700	2,190.98
L&G Pension M&G Recovery Fund	1,421.4280	03/05/2012	148.9800	2,117.64
L&G Pension Neptune Global Equity Fund	1,532.5890	03/05/2012	124.1400	1,902.56
L&G Pension Schroder UK Mid 250 Fund	1,855.7900	03/05/2012	114.0000	2,115.60
Valuation:				10,414.86

**Portfolio Plus SIPP Non-Protected Rights Insured / B50501652A1K** as at 03/05/2012

Policy number: 2883174001

Fund	Units/Shares	Price date	Price(p)	Value(GBP)
L&G Pension First State Asia Pacific Leaders Fund	3,183.4480	03/05/2012	222.2100	7,073.94
L&G Pension Invesco Perpetual Income Fund	5,246.3500	03/05/2012	140.1700	7,353.81
L&G Pension M&G Recovery Fund	4,799.3070	03/05/2012	148.9800	7,150.01
L&G Pension Neptune Balanced Fund	5,057.7160	03/05/2012	131.7000	6,661.01
L&G Pension Neptune Global Equity Fund	5,031.8310	03/05/2012	124.1400	6,246.52
Valuation:				34,485.29

**IPS Cash Account / B50501652A1K** as at 03/05/2012

Account details	Reserved amount	Available to invest	Cleared amount
Cash Available for Investment	200.31	-200.31	0.00
Valuation:			0.00

**Notes**

The 'Total Valuation' is based on the latest available unit or share price information and includes any cash.

**Stocks & Shares ISAs and Investment funds** – valuations are based on the selling price for units or shares on the date shown. OEIC valuations are at Net Asset Value price. All unit prices are subject to daily fluctuation and may go down as well as up. The valuation shown isn't necessarily the price you'd receive if you sold your investment. Pricing data is provided by Financial Express Prestel.

**Portfolio Bond holdings** – valuations are based on the unit price calculated on the date shown and exclude the value of any bonds marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

**Portfolio Plus Self Invested Personal Pension (PPSIPP)** holdings – only the insured funds are reflected in your valuation. Valuations are based on the unit price calculated at the date shown and exclude any PPSIPPs marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

**IPS Cash Account** – 'Reserved amount' is any money that has already been allocated and is therefore not available to invest. 'Available to invest' is the amount of money available to invest which may include any uncleared funds. 'Cleared amount' is the amount of money cleared within your IPS Cash Account that you can withdraw. This figure may be affected by any recent instruction that we are carrying out.

The value of these investments can go down as well as up. Please remember that past performance is not a guide to future performance.

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All of your IPS investments are shown on this screen, including a fund breakdown.

From this screen you can view the transaction history for each investment. Alternatively, select the 'Transaction history' tab in the top menu, which will take you to a screen showing transaction history for all your IPS investments.

If you'd like to print a copy of this screen for your records, please use the 'PRINT FRIENDLY' link, highlighted on the previous page.

#### 4. IPS CASH ACCOUNT

This is an account that allows you to temporarily hold cash alongside your stocks and shares ISAs, Open Ended Investment Companies (OEICs) and unit trusts, without being invested in a fund or product. This feature also helps you to manage the money in, and between, your portfolio investments.

You can add money to your existing portfolio investments, buy new investments or easily withdraw money from your IPS Cash Account to your nominated bank or building society account.

# BUY ONLINE FOR EXISTING REGISTERED CUSTOMERS.

IPS allows you to buy stocks and shares ISAs, OEICs and unit trusts online. If you're an existing Portfolio Bond or Portfolio Plus Self Invested Personal Pension (SIPP) customer and would like to make a further investment into the product, please contact your financial adviser.

If you don't have a financial adviser you can call Legal & General's Financial Solutions Direct on **0800 316 5866**. Lines are open Monday to Friday 9.00am to 5.00pm. We may record and monitor calls. Calls are normally free of charge from landlines but charges may apply from mobile phones. Please note, we can only advise you on Legal & General's products.



## BUY ONLINE: INVESTMENT SUMMARY

1. To purchase a new investment, select 'Buy' from the menu on the left.

1.

**Legal & General INVESTOR PORTFOLIO SERVICE**

Ips Account1  
Client reference: 50521509  
05/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

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**What would you like to do?**

**Buy**

[Top up](#)

[Switch](#)

[Manage payment](#)

**MY INVESTMENT SUMMARY.** [SHOW SEARCH](#) [PRINT FRIENDLY](#)

**Total Contributions: £50.00** **Total Withdrawals: £0.06** **TOTAL VALUATION: £66.28**

**Stocks & Shares ISA / B50521509A1H** as at 04/08/2014 [BUY NEW FUNDS](#)

There are no holdings in this portfolio.

Contributions: 0.00 Withdrawals: 0.00 Valuation: 0.00

Your current tax year ISA contributions for this client reference: £0.00

**Investment Fund / B50521509A1H** as at 04/08/2014 [BUY NEW FUNDS](#)

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">Fidelity Strategic Bond Fund Inc</a>	0.0329	04/08/2014	31.3400	0.01	
<a href="#">Invesco Perpetual Income Fund Acc</a>	0.1920	04/08/2014	2,798.2900	5.37	
<a href="#">*Investec Cautious Managed I Fund Inc</a>	3.8552	04/08/2014	110.6600	4.27	<input type="checkbox"/>
<a href="#">*Kames High Yield Bond B Fund Inc</a>	0.2786	04/08/2014	102.8500	0.29	<input type="checkbox"/>
<a href="#">Legal &amp; General MM Income R Trust Inc</a>	1.0700	04/08/2014	58.5600	0.63	
<a href="#">M&amp;G High Yield Corporate Bond A Fund Inc</a>	28.8786	04/08/2014	51.5400	14.88	
<a href="#">Neptune Global Equity A Fund Acc</a>	1.7190	04/08/2014	298.8000	5.14	
<a href="#">Newton Global Higher Income R Fund Inc</a>	0.1030	04/08/2014	139.7200	0.14	
<a href="#">Old Mutual Global Strategic Bond A Fund Inc</a>	4.4995	04/08/2014	196.5900	8.85	
<a href="#">Schroder Tokyo A Fund Inc</a>	9.8681	04/08/2014	213.1000	21.03	
<a href="#">Threadneedle Global Select 1 Fund Acc</a>	4.3720	04/08/2014	126.7200	5.54	

Contributions: 50.00 Withdrawals: 0.06 Valuation: 66.15 [TOP UP](#)

**BUY ONLINE: CHOOSE PRODUCT AND FUND**

You can use our online service to buy new funds to add to your existing portfolio or to buy new portfolio investments.

2. Select the existing account in the drop-down list.

3. Select the 'NEXT' button to continue.

**TIP:** Do not use the forward and back buttons on your internet browser to navigate these screens, as this will lose important data. To go to the next screen or return to a previous screen, use the buttons in the bottom right of the page.

Legal & General INVESTOR PORTFOLIO SERVICE

Ips Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@lbg.com](mailto:investor.portfolio.service@lbg.com)

Need help? [Download our user guide](#)

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**Buy, top up, switch or sell**

You can use our online service to manage your Investor Portfolio Service (IPS) in order to:

- Buy new funds to add to your existing portfolio
- Invest more money in your existing funds (top-up)
- Sell or switch your units

**Monthly payments, and joint investments:** If you want to make monthly payments into your funds, and you don't already have a Direct Debit set up for this product, or you want to buy a unit trust or OEIC in joint names, please complete and return the paper application form on the [Transactions page](#).

**Please note:** If you have a Portfolio Bond or Portfolio Plus Self Invested Personal Pension, you can't currently manage either of these products via this online service. To make changes to, or if you have any queries on these investments, please [contact us](#).

You may have received advice or a recommendation in the past regarding one or more of the products available on this website, and their suitability for you. If you are now switching funds or investing new money, either through topping up an existing investment or taking out a new product, please note that this website doesn't provide financial advice or recommendations. Legal & General haven't accessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

When you buy new investments or change your existing investments (for example by switching between funds, or increasing a regular investment or deciding to reinvest income) you will invest into 'commission-free' (or 'unbundled') share classes, and pay your charges differently from any 'commission included' (or 'bundled') share classes you already hold. This means that, if you hold funds you bought before these changes, you may have funds on two different charging structures.

To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Select account**

☒ Existing Account

B50521509A1H, Mr I Account1

**Available products**

- Stocks & Shares ISA
- Investment Fund

Account reference B50521509A1H, Mr I Account1

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## BUY ONLINE: ENTER PERSONAL DETAILS

4. Select the Product from the drop-down list.
5. Select the Fund Manager and Fund you wish to purchase then select the 'ADD FUND' button.

**Legal & General INVESTOR PORTFOLIO SERVICE**

Ips Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

[Fund Information](#) [Log off](#)

Investment summary	Buy, top up, switch or sell	Transaction history	View correspondence	My personal details	Manage my monthly payment
--------------------	-----------------------------	---------------------	---------------------	---------------------	---------------------------

➔ Choose product and fund    Read important information    View summary    Enter payment details    View Confirmation

Account reference B50521509A1H, Mr I Account1

If you've already selected an investment product or fund(s) on the online IPS site, this information is shown below.

If you haven't selected an investment product or fund(s), or if you want to, using the drop down boxes, follow the steps below:

**Step 1:** Choose your investment product from the drop down list.

**Step 2:** Choose your Fund manager and fund(s). After selecting fund(s) please select 'Add fund' to add this to your list below. If you want to choose more than one fund repeat as required.

You can buy more than one investment product (Stocks & Shares ISA or Investment Fund) at a time. If you want to buy more than one, you can do this once you have completed this purchase.

Before you proceed with your selected product and fund, please ensure you've read the information in the Important Information box below. In there it explains the documents you need to read before making your decision. We also recommend that you read more about the products we offer on our [Portfolio Investments page](#).

**Select investment product**

Products  
Select product

**Add funds**

Fund manager  
Select fund manager

Fund  
Select fund

**ADD FUND**

**Select investment product**

Products  
Investment Fund

**Add funds**

Fund manager  
Henderson Global Investors

Fund  
Henderson Sterling Bond Unit Trust Inc

**ADD FUND**

**Your chosen funds**

Fund name	Lump sum amount (£)	Remove fund
Henderson Sterling Bond Unit Trust Inc <a href="#">KIID</a>	50,000.00	
Total amount to invest (£)		
50,000.00		

\* Funds marked with an asterisk are not on our select panel of funds. The administration of this fund may have been moved across to Legal & General from another investment Provider, or it may have once been on our selected panel and subsequently removed, following the ongoing reviews we perform of the funds on our panel. For more information on how we select, monitor and manage our panel of funds please [click here](#)

**Important information:**

Please ensure you've read the important information below.

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. If a KIID is available, it can be viewed via the KIID link that appears beside the individual fund name(s) above. We recommend you print and/or download a copy of each KIID for your records.

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**BUY ONLINE: ENTER INVESTMENT AMOUNT**

6. Please ensure you've read the Key Investor Information Document (KIID) for each fund you wish to invest in. If a KIID is available, it can be viewed via the KIID link that appears beside the individual fund name(s). We recommend you print and/or download a copy of each KIID for your records.
7. Enter the amount you wish to invest. Choose the 'X' button to remove any selections you don't require.
8. Once completed select the 'NEXT' button to continue.

**i****IMPORTANT INFORMATION**

As part of your investment process you must, where available, read the KIID for each fund you'd like to invest in. The KIID gives you information about your investment and the options available to you, helping you to understand the nature of the risks of investing in this fund.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501852  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund information

Log off

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Choose product and fund Enter personal details Read important information View summary Enter payment details View Confirmation

## YOUR PERSONAL DETAILS.

We require additional information for your product purchase. Please complete the required information below:

Name Mr THOMAS LEISHMAN

Client reference 50501852

Date of birth 15/01/1972

Do you have a National Insurance Number? Yes

National Insurance Number BA-50-16-52-A

Advice Type Advised

Address IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basilidon

SS15 5FS  
United Kingdom

Email address sarah.durey@landg.com

Telephone number

## Income payment details

Your selection includes fund(s) that can pay income. Please choose from the options below:

☒ Reinvest Income: Please confirm if you'd like the income to be reinvested into the fund.

☐ Receive Income: If you would like to receive the income, please select this option and make your choice from below:  
Income generated by these funds will be reinvested.

BACK

NEXT

## BUY ONLINE: ENTER PERSONAL DETAILS

Any income you may receive from your portfolio investments can either be reinvested or paid to you as an income.

9. Check your personal information is correct and edit if necessary.

## 10. INCOME PAYMENT OPTIONS

- Reinvest income – select this option if you would like any income to be reinvested back into the fund.
- Recieve income – select this option if you would like to receive any income from the fund you're invested in.

11. Select the 'NEXT' button to continue.

11.





12.

13.

14.

**Income payment details**

Your selection includes fund(s) that can pay income. Please choose from the options below:

☐ **Reinvest Income:** Please confirm if you'd like the income to be reinvested into the fund.

☒ **Receive Income:** If you would like to receive the income, please select this option and make your choice from below:

Already receive income on an existing IPS investment: If you would like the income from your new investment to be paid into the same bank/building society account as your existing income, please select the 'Existing income option' below.

If you would like to have the income from your selected investments paid to your nominated bank account on the same day each month, please select the 'Consolidated monthly income option' below.

If you would like to have the income from your selected investments paid to your IPS Cash Account, please select the 'IPS Cash Account option' below. Once in your IPS Cash Account, this money can be used for any future transaction(s) you may wish to make.

If you would like us to change your nominated bank/building society details for your entire IPS Portfolio, please [contact us](#).

☒ **Existing income option**

☐ **IPS Cash Account option**  
Income generated by these funds will be paid into your IPS Cash Account. Once in your IPS Cash Account, this money can be used for any future transaction(s) you wish to make.

☐ **Consolidated Monthly Income**  
Income generated by these funds will be held in the IPS Cash Account and paid into your nominated bank account on the 7th business day of each month.

**Important**  
If this option is selected, the bank account details entered below will replace the nominated bank details currently held for this account. If you need to check these details please [contact us](#).

Please provide your bank/building society account details where you'd like the income to be paid.

Account holder name

Account number

Sort code  -  -

Roll number

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12. If you've chosen to receive income please select how you would like to receive these payments. You have three options:

- Existing Income – as per your existing investments.
- IPS Cash Account – income generated by these funds will be paid into your IPS Cash Account. Once in your IPS Cash Account, this money can be used for any future transaction(s) you wish to make.
- Consolidated Monthly Income – income generated by these funds will be held in the IPS Cash Account and paid into your nominated bank or building society account on the seventh business day of each month.

13. If you've elected to consolidate your monthly income, please enter the details of the bank or building society account you'd like the income paid into.

14. Once completed select the 'NEXT' button to continue.



15.

16.

17.

Investment summary	Buy, top up, switch or sell	Transaction history	View correspondence	My personal details	Manage my monthly payment
--------------------	-----------------------------	---------------------	---------------------	---------------------	---------------------------

Choose product and fund	Read Important Information	View summary	Enter payment details	View Confirmation
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**LEGAL INFORMATION.**

**Legal declaration**

I hereby authorise Legal & General to buy funds as detailed within this electronic instruction.

I am aware that when submitting this buy / top up online, the instruction is subject to being accepted and processed under the IPS Terms and Conditions. Submitting the buy / top up will not immediately update my valuation or transaction history until the buy / top up has been fully processed.

**I declare that:**

- I am 18 years of age or over;
- I am not a US person/resident.
- The information given in this application is full and accurate to the best of my knowledge and belief and I will inform Legal & General (Portfolio Management Services) Limited without delay of any change in my circumstances affecting any of the information in this form.

**I agree to:**

- The IPS Platform Fee for use of the IPS service. I authorise Legal & General to collect this fee from my IPS Cash Account. If there is insufficient money in my IPS Cash Account, I authorise Legal & General to sell enough of my assets to pay the IPS Platform Fee in accordance with the IPS Terms and Conditions.
- The Fund Charges, shown as the 'Total Ongoing Charge', paid to the Fund Manager from the capital or income of your investment.

**Details of these charges are given in your personalised Fees and Charges Schedule in the Important Information box below. This is an important document, and it shows a personalised example of the actual costs of the charges to you. You should read this document and keep it open for reference as you complete this transaction. We recommend you save it to your computer or print it before you invest.**

I have received the relevant product documents relating to my investment. These can be found in the Important Information box, below.

I confirm that I have read the current Key Investor Information Document (KIID) for the fund(s) I wish to invest in.

A KIID can be viewed by clicking the KIID link that appears beside the individual fund name on the 'Choose product and fund' screen.

I have received the [IPS Terms and Conditions](#) and I agree to be bound by them. I agree that the IPS Terms and Conditions form the basis of my agreement with Legal & General.

☐ I agree to the above declaration.

**Important information:**

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS, as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

Investing with IPS	Important Fund Information	IPS Terms and Conditions
Personalised Fees and Charges Schedule	Guide to Paying Your Platform Fee	

**BACK** **NEXT**

**BUY ONLINE: READ IMPORTANT INFORMATION**

- Read the declaration and tick the box if you agree with it. If you're buying an ISA you'll need to confirm your UK residency. By ticking the declaration box you're also confirming that you've seen the KIID for the fund(s) you're investing in. If a KIID is available, it can be viewed via the KIID link in the 'Choose product and fund' screens.
- You must ensure that you've read your personalised Fees and Charges Schedule and save this for your reference.
- Once completed select the 'NEXT' button to continue.

**IMPORTANT INFORMATION**

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

We recommend you print and/or download a copy of each KIID for your records.

18.

19.

20.

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Choose product and fund Enter personal details Read important information View summary Enter payment details View Confirmation

Check the details of this application and click the 'Submit' button below. If you wish to amend any details please click on the relevant tab along the top of the screen.

**Your selected product and funds**

Product  
Investment Fund

Fund(s)	Amount (£)
Henderson Sterling Bond Unit Trust Inc	50,000.00
<b>Total amount invested</b>	<b>50,000.00</b>

**EDIT**

**Your personal details**

Name	Mr THOMAS LEISHMAN	Client reference	50501652
Advice Type	Advised		
Address:	IFDS House Attn Mrs. D. Hazel St. Nicholas Lane Basildon United Kingdom SS15 5FS		
National Insurance Number	BA-50-16-52-A		
Date of birth	15/01/1972		
Email address	sarah.durey@landg.com		
Telephone number			

**Income choice**

Income generated by these funds will be reinvested.

**EDIT**

**Payment type**

☒ Debit card  
 Available for Visa and Maestro only.

☐ Cofunds Platform Dealing Account  
 You currently have £200.31 available in your IPS Cash Account for investment. There is insufficient cash available for this deal.

☐ Pending Payment  
 You can use this option to streamline the deal process, so that you can fill in the deal details and set up a pending deal now, but pay later (for example by cheque). We will process the deal when there is sufficient money in the Cash/Trading Account. We must receive sufficient money within 14 calendar days of the deal being set up otherwise the deal will expire. For products dependent on tax year, sufficient money must be received within 14 calendar days or by tax year end (whichever falls sooner).

This deal will expire on 22/05/2012 unless there is sufficient cleared money in the account by then. Please note that you won't receive any reminder of the expiry date.

**BACK** **SUBMIT**

## BUY ONLINE: VIEW SUMMARY

18. Confirm the summary; if any of the details are incorrect select the appropriate 'EDIT' button to amend.

19. Select your preferred payment option.

20. When your details are correct, select the 'SUBMIT' button to continue.

**NOTE:** If you've chosen to pay through your IPS Cash Account or through Pending Payment move to step 24.



## IMPORTANT INFORMATION

Please note, you'll still see your IPS Cash Account as an option even if there are insufficient funds in your IPS Cash Account to cover the transaction.

## 21.

## 22.

- 21.** Check the payment details are correct then choose the payment method you'd like to use.
- 22.** Complete the required details followed by selecting the 'MAKE PAYMENT' button.

**PAGE: 1 2 3 4 5 6 7 8 9 10 11**

**BUY ONLINE: PAYMENT CONFIRMATION**

You'll receive a message on screen confirming your payment.

23. Select the 'NEXT' button to continue.

23.

**Legal & General INVESTOR PORTFOLIO SERVICE**

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 8am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund Information](#) [Log off](#)

[Investment summary](#) [Buy, top up, switch or sell](#) [Transaction history](#) [View correspondence](#) [My personal details](#) [Manage my monthly payment](#)

[Choose product and fund](#) [Enter personal details](#) [Read important information](#) [View summary](#) [Enter payment details](#) [View Confirmation](#)

**Debit Card Payment**

For your security, your payment will be taken using the secure WorldPay system below.

To start: Select payment card type by clicking the relevant icon.

Next: You'll be able to enter your payment card details. Follow the on-screen instructions to make your payment and receive your reference number.

At any point:

To edit your personal or product and fund details: click 'Cancel Payment' and you'll be directed to your summary screen. From here, you can review and amend your details.

To change your payment details: select 'Start again' and you'll be able to re-enter your payment details.

Once you're happy that all the details are correct, click 'Make Payment' to proceed with your investment.

If you've any problems making your payment, please contact us on 0845 272 0089.

**Payment Successful**

Thank you, your payment was successful.

Merchant's Reference: woz2bmkz

WorldPay Transaction ID: 130969985

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24.

**CONFIRMATION.**

Thank you for your instruction, this has been received and we have sent confirmation to your email address. WorldPay will send you a confirmation receipt of your payment. Your instruction will show online within 3 working days. Written confirmation of this transaction will be sent through the post to your address.

Your deal reference is: U02DBMW  
Your payment reference is: 130969375

**Important**

Please print this confirmation screen and/or make a note of your reference numbers above as you will need to quote these if you [contact us](#).

**Your selected product and funds**

Product  
Investment Fund

Fund(s)	Amount (£)
Henderson Sterling Bond Unit Trust Inc	50,000.00
<b>Total amount invested</b>	<b>50,000.00</b>

**Your personal details**

Name	Mr THOMAS LEISHMAN	Client reference	50501652
Advice Type	Advised		
Address:	IFDS House Attn Mrs. D. Hazel St Nicholas Lane Basildon United Kingdom SS15 5FS		
National Insurance Number	BA-50-16-52-A		
Date of birth	15/01/1972		
Email address	sarah.duney@landg.com		
Telephone number			

**Income choice**

Income generated by these funds will be reinvested.

**What would you like to do next:**

Buy another product	GO
Return to Investment summary	GO
Logoff	GO

25.

**BUY ONLINE: VIEW CONFIRMATION**

24. To print out details of your transaction select the 'PRINT FRIENDLY' button.

25. You may now choose to:

- Buy another product.
- Return to your investment summary.
- Log off.



# TOP UP ONLINE.

IPS allows you to top up your stocks and shares ISAs, OEICs and unit trust investments online. Here we take you through how to do this step-by-step.



THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information

Log off

**Investment summary** | Buy, top up, switch or sell | Transaction history | View correspondence | My personal details | Manage my monthly payment

What would you like to do ?

Buy

**Top up**

Switch

Manage payment

The screen below shows the current valuations of your Investor Portfolio Service (IPS) holdings and your IPS Cash Account valuation.

**MY INVESTMENT SUMMARY.** [SHOW SEARCH](#) [PRINT FRIENDLY](#)

**TOTAL VALUATION: £103,550.68**

**Stocks & Shares ISA / B50501652A1K** as at 03/05/2012 [BUY NEW FUNDS](#)

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Asia Pacific Leaders A Fund Acc</a>	1,567.7149	03/05/2012	360.7600	5,655.69	<input type="checkbox"/>
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	386.3660	03/05/2012	368.8900	1,425.27	<input type="checkbox"/>
<a href="#">Invesco Perpetual Income Fund Acc</a>	510.6521	03/05/2012	2,077.3900	10,608.24	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	5,524.3183	03/05/2012	63.3200	3,498.00	<input type="checkbox"/>
<a href="#">M&amp;G Recovery A Fund Acc</a>	3,876.6202	03/05/2012	266.5300	10,332.36	<input type="checkbox"/>
<a href="#">Neptune Balanced Fund Acc</a>	1,123.5490	03/05/2012	470.8000	5,289.67	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	1,508.1585	03/05/2012	278.4000	4,198.71	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	47.6727	03/05/2012	4,715.0000	2,247.77	<input type="checkbox"/>
Your current tax year ISA contributions for this client reference: <b>£0.00</b>			Valuation:	<b>43,255.71</b>	<a href="#">TOP UP</a>

**Investment Fund / B50501652A1K** as at 03/05/2012 [BUY NEW FUNDS](#)

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	953.0552	03/05/2012	368.8900	3,515.73	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	1,233.4629	03/05/2012	63.3200	781.03	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	914.9525	03/05/2012	278.4000	2,547.23	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	101.6936	03/05/2012	4,715.0000	4,794.85	<input type="checkbox"/>
<a href="#">Schroder UK Alpha Plus A Fund Acc</a>	2,966.8072	03/05/2012	126.6000	3,755.98	<input type="checkbox"/>
			Valuation:	<b>15,394.82</b>	<a href="#">TOP UP</a>

## TOP UP ONLINE: INVESTMENT SUMMARY

1. Select 'Top up' from the menu on the left. Or select the funds you want in the 'Top up' column shown in the main investments summary followed by the 'TOP UP' button (if you choose the second option go to step 5).

Please note, you'll only be able to top up into commission-free funds you hold. You can no longer add additional money into commission-included funds you hold.



## IMPORTANT INFORMATION

You can only top up one investment fund product at a time.

If you're an existing Portfolio Bond or Portfolio Plus Self Invested Personal Pension (SIPP) customer and would like to make a further investment into the product, please contact your financial adviser.

If you don't have a financial adviser you can call Legal & General's Financial Solutions Direct on **0800 316 5866**. Lines are open Monday to Friday 9.00am to 5.00pm. We may record and monitor calls. Calls are normally free of charge from landlines but charges may apply from mobile phones. Please note, we can only advise you on Legal & General's products.





## TOP UP ONLINE: CHOOSE PRODUCT AND FUND

2. Select your existing account in the drop-down list.

3. Select the 'NEXT' button to continue.

**TIP:** Do not use the forward and back buttons on your internet browser to navigate these screens, as this will clear the information you have inputted. To go to the next screen or return to a previous screen, use the buttons in the bottom right of the page.

**Legal & General** INVESTOR PORTFOLIO SERVICE

Ips Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

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**Investment summary** **Buy, top up, switch or sell** **Transaction history** **View correspondence** **My personal details** **Manage my monthly payment**

You can use our online service to manage your Investor Portfolio Service (IPS) in order to:

- Buy new funds to add to your existing portfolio
- Invest more money in your existing funds (top-up)
- Sell or switch your units

**Monthly payments, and joint investments:** if you want to make monthly payments into your funds, and you don't already have a Direct Debit set up for this product, or you want to buy a unit trust or OEIC in joint names, please complete and return the paper application form on the [Transactions page](#).

**Please note:** If you have a Portfolio Bond or Portfolio Plus Self Invested Personal Pension, you can't currently manage either of these products via this online service. To make changes to, or if you have any queries on these investments, please [contact us](#).

You may have received advice or a recommendation in the past regarding one or more of the products available on this website, and their suitability for you. If you are now switching funds or investing new money, either through topping up an existing investment or taking out a new product, please note that this website doesn't provide financial advice or recommendations. Legal & General haven't assessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

When you buy new investments or change your existing investments (for example by switching between funds, or increasing a regular investment or deciding to reinvest income) you will invest into 'commission-free' (or 'unbundled') share classes, and pay your charges differently from any 'commission included' (or 'bundled') share classes you already hold. This means that, if you hold funds you bought before these changes, you may have funds on two different charging structures.

To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Select account**  
☒ Existing Account  
B50521509A1H, Mr I Account1

**Available products**

- Stocks & Shares ISA
- Investment Fund

Account reference B50521509A1H, Mr I Account1

**NEXT**

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## TOP UP ONLINE: CHOOSE PRODUCT AND FUND

4. Select the product from the drop-down list.
5. Select the Fund Manager and Fund you wish to purchase, then select the 'ADD FUND' button.

**Legal & General** INVESTOR PORTFOLIO SERVICE

IPS Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@lmg.com](mailto:investor.portfolio.service@lmg.com)

Need help? [Download our user guide](#)

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**Investment summary** | **Buy, top up, switch or sell** | **Transaction history** | **View correspondence** | **My personal details** | **Manage my monthly payment**

**Choose product and fund** | **Read important information** | **View summary** | **Enter payment details** | **View Confirmation**

Account reference B50521509A1H, Mr I Account1

If you've already selected an investment product or fund(s) on the online IPS site, this information is shown below.

If you haven't selected an investment product or fund(s), or if you want to, using the drop down boxes, follow the steps below:

**Step 1:** Choose your investment product from the drop down list.

**Step 2:** Choose your Fund manager and fund(s). After selecting fund(s) please select 'Add fund' to add this to your list below. If you want to choose more than one fund repeat as required.

You can buy more than one investment product (Stocks & Shares ISA or Investment Fund) at a time. If you want to buy more than one, you can do this once you have completed this purchase.

Before you proceed with your selected product and fund, please ensure you've read the information in the Important Information box below. In there it explains the documents you need to read before making your decision. We also recommend that you read more about the products we offer on our [Portfolio Investments page](#).

**Select investment product**

Products  
Select product

**Add funds**

Fund manager  
Select fund manager

Fund  
Select fund

**ADD FUND**

6.

**Add funds**

Investment Fund

**Your chosen funds**

Fund name	Lump sum amount (£)	Remove fund
Artemis Income I Fund Acc <a href="#">KIID</a>	30.00	
<b>Total amount to invest (£)</b>	<b>30.00</b>	

\* Funds marked with an asterisk are not on our select panel of funds. The administration of this fund may have been moved across to Legal & General from another investment provider, or it may have once been on our selected panel and subsequently removed, following the ongoing reviews we perform of the funds on our panel. For more information on how we select, monitor and manage our panel of funds please [click here](#).

**Fees and Charges**

For any investment held in commission free (unbundled) fund classes you'll pay the following fees and charges:

**Platform Fee**  
This covers services provided to you by IPS for the administration of your investment.

**Fund Charge(s)**  
The fund manager will charge the costs of running the fund, including dealing charges, ongoing charges, and some may charge a performance fee. The 'Ongoing Charge' is shown on the Key Investor Information Document (KIID) for the fund. There's a link to the relevant KIID(s) in the table above.

In the Important Information box below is your **Personalised Fees and Charges Schedule**. This is an important document, and it shows a personalised example of the actual costs of the charges to you. You should read this document and keep it open for reference as you complete this transaction. We recommend you save it to your computer or print it before you invest.

As an existing customer, when you buy new investments you may have funds on two different charging structures. To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Paying Your Platform Fee**  
Your Platform Fee is paid from money held in your IPS Cash Account. To ensure you have enough money in your IPS Cash Account to pay the charges, you can:

7.

8.

We recommend you print and/or download a copy of the KIID for each fund you wish to invest as well as the product documents.

[Investing with IPS](#) [Important Fund Information](#) [IPS Terms and Conditions](#)  
[Personalised Fees and Charges Schedule](#) [Guide to Paying Your Platform Fee](#)

payments powered by  
**WorldPay**

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**TOP UP ONLINE: ENTER INVESTMENT AMOUNT**

- Enter the amount you wish to invest. Choose the 'X' button to remove any selections you don't require. You should read the Key Investor Information Document (KIID) for the fund(s) you wish to top up. If a KIID is available, it can be viewed via the KIID link that appears beside the individual fund name.
- You must ensure that you've read your personalised Fees and Charges Schedule and save this for your reference.
- Once you've completed your selection, click the 'NEXT' button to continue.

i

**IMPORTANT INFORMATION**

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

We recommend you print and/or download a copy of each KIID for your records.



9.

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Choose product and fund Read Important Information View summary Enter payment details View Confirmation

**LEGAL INFORMATION.**

**Legal declaration**

I hereby authorise Legal & General to buy funds as detailed within this electronic instruction.

I am aware that when submitting this buy / top up online, the instruction is subject to being accepted and processed under the IPS Terms and Conditions. Submitting the buy / top up will not immediately update my valuation or transaction history until the buy / top up has been fully processed.

**I declare that:**

- I am 18 years of age or over;
- I am not a US person/resident.
- The information given in this application is full and accurate to the best of my knowledge and belief and I will inform Legal & General (Portfolio Management Services) Limited without delay of any change in my circumstances affecting any of the information in this form.

**I agree to:**

- The IPS Platform Fee for use of the IPS service. I authorise Legal & General to collect this fee from my IPS Cash Account. If there is insufficient money in my IPS Cash Account, I authorise Legal & General to sell enough of my assets to pay the IPS Platform Fee in accordance with the IPS Terms and Conditions.
- The Fund Charges, shown as the 'Total Ongoing Charge', paid to the Fund Manager from the capital or income of your investment.

Details of these charges are given in your personalised Fees and Charges Schedule in the Important Information box below. This is an important document, and it shows a personalised example of the actual costs of the charges to you. You should read this document and keep it open for reference as you complete this transaction. We recommend you save it to your computer or print it before you invest.

I have received the relevant product documents relating to my investment. These can be found in the Important Information box, below.

I confirm that I have read the current Key Investor Information Document (KIID) for the fund(s) I wish to invest in.

A KIID can be viewed by clicking the KIID link that appears beside the individual fund name on the 'Choose product and fund' screen.

I have received the [IPS Terms and Conditions](#) and I agree to be bound by them. I agree that the IPS Terms and Conditions form the basis of my agreement with Legal & General.

☐ I agree to the above declaration.

**Important information:**

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS, as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

[Investing with IPS](#) [Important Fund Information](#) [IPS Terms and Conditions](#)  
[Personalised Fees and Charges Schedule](#) [Guide to Paying Your Platform Fee](#)

BACK NEXT

10.

**TOP UP ONLINE: READ IMPORTANT INFORMATION**

9. Read the declaration and tick the box to confirm if you agree with it. If you're topping up an ISA you'll need to confirm your UK residency.

By ticking the declaration box you're also confirming that you've seen the KIID for the fund(s) you're investing in. Please see the information below for more detail about the KIID.

10. Click the 'NEXT' button to continue.

i

**IMPORTANT INFORMATION**

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

If a KIID is available, it can be viewed via the KIID link in the 'Choose product and fund' screens. We recommend you print and/or download a copy of each KIID for your records.

11.

12.

13.

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Choose product and fund Enter personal details Read important information View summary Enter payment details View Confirmation

Check the details of this application and click the 'Submit' button below. If you wish to amend any details please click on the relevant tab along the top of the screen.

**Your selected product and funds**

Product  
Investment Fund

Fund(s)	Amount (£)
Henderson Sterling Bond Unit Trust Inc	50,000.00
<b>Total amount invested</b>	<b>50,000.00</b>

**EDIT**

**Your personal details**

<b>Name</b>	Mr THOMAS LEISHMAN	<b>Client reference</b>	50501652
<b>Advice Type</b>	Advised		
<b>Address:</b>	IFDS House Attn Mrs. D. Hazel St. Nicholas Lane Basildon United Kingdom SS15 5FS		
<b>National Insurance Number</b>	BA-50-16-52-A		
<b>Date of birth</b>	15/01/1972		
<b>Email address</b>	sarah.durey@landg.com		
<b>Telephone number</b>			

**Income choice**

Income generated by these funds will be reinvested.

**EDIT**

**Payment type**

☒ **Debit card**  
 Available for Visa and Maestro only.

☐ **Cofunds Platform Dealing Account**  
 You currently have £200.31 available in your IPS Cash Account for investment. There is insufficient cash available for this deal.

☐ **Pending Payment**  
 You can use this option to streamline the deal process, so that you can fill in the deal details and set up a pending deal now, but pay later (for example by cheque). We will process the deal when there is sufficient money in the Cash/Trading Account. We must receive sufficient money within 14 calendar days of the deal being set up otherwise the deal will expire. For products dependent on tax year, sufficient money must be received within 14 calendar days or by tax year end (whichever falls sooner).

This deal will expire on 22/05/2012 unless there is sufficient cleared money in the account by then. Please note that you won't receive any reminder of the expiry date.

**BACK** **SUBMIT**

## TOP UP ONLINE: VIEW SUMMARY

11. Confirm the summary; if any of the details are incorrect select the appropriate 'EDIT' button to amend.
12. Select your preferred payment option.
13. When your details are correct, select the 'SUBMIT' button to continue.

## i

## IMPORTANT INFORMATION

Please note, you'll still see your IPS Cash Account as an option even if there are insufficient funds in your IPS Cash Account to cover the transaction.

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund Information](#)
[Log off](#)
[Investment summary](#) | [Buy, top up, switch or sell](#) | [Transaction history](#) | [View correspondence](#) | [My personal details](#) | [Manage my monthly payment](#)
[Choose product and fund](#) | [Enter personal details](#) | [Read important information](#) | [View summary](#) | [Enter payment details](#) | [View Confirmation](#)

#### Debit Card Payment

For your security, your payment will be taken using the secure WorldPay system below.

To start: Select payment card type by clicking the relevant icon.

Next: You'll be able to enter your payment card details. Follow the on-screen instructions to make your payment and receive your reference number.

At any point:

To edit your personal or product and fund details: click 'Cancel Payment' and you'll be directed to your summary screen. From here, you can review and amend your details.

To change your payment details: select 'Start again' and you'll be able to re-enter your payment details.

Once you're happy that all the details are correct, click 'Make Payment' to proceed with your investment.

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#### Secure Payment Page

**Legal & General (Portfolio Management Services) Ltd**

Payment Method **MasterCard**

Description **U02DBMW**

Amount **£50,000.00**



#### Card Details

You must fill in fields marked with \*

\* Card number

Security Code

\* Expiry Date

\* Cardholder's Name

**START AGAIN**

**CANCEL PURCHASE**

**MAKE PAYMENT** ✓

WorldPay (UK) Limited © 2011

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## TOP UP ONLINE: ENTER PAYMENT DETAILS

If you've selected to pay by debit card please follow the instructions below:

14. Check the payment details are correct then choose the payment method you'd like to use.
15. Complete the required details followed by selecting the 'MAKE PAYMENT' button.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 8am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund Information](#)[Log off](#)

[Investment summary](#) | [Buy, top up, switch or sell](#) | [Transaction history](#) | [View correspondence](#) | [My personal details](#) | [Manage my monthly payment](#)

[Choose product and fund](#) | [Enter personal details](#) | [Read important information](#) | [View summary](#) | [Enter payment details](#) | [View Confirmation](#)

**Debit Card Payment**

For your security, your payment will be taken using the secure WorldPay system below.

To start: Select payment card type by clicking the relevant icon.

Next: You'll be able to enter your payment card details. Follow the on-screen instructions to make your payment and receive your reference number.

At any point:

To edit your personal or product and fund details: click 'Cancel Payment' and you'll be directed to your summary screen. From here, you can review and amend your details.

To change your payment details: select 'Start again' and you'll be able to re-enter your payment details.

Once you're happy that all the details are correct, click 'Make Payment' to proceed with your investment.

If you've any problems making your payment, please contact us on 0845 272 0089.

**Payment Successful**

Thank you, your payment was successful.

Merchant's Reference: woz2bmkz

WorldPay Transaction ID: 130969985

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**TOP UP ONLINE: ENTER PAYMENT DETAILS**

You'll receive a message on screen confirming your payment.

16. Select the 'NEXT' button to continue.

16.

17.

**CONFIRMATION.**

Thank you for your instruction, this has been received and we have sent confirmation to your email address. WorldPlay will send you a confirmation receipt of your payment. Your instruction will show online within 3 working days. Written confirmation of this transaction will be sent through the post to your address.

Your deal reference is: U02DBMW  
Your payment reference is: 130969375

**Important**

Please print this confirmation screen and/or make a note of your reference numbers above as you will need to quote these if you [contact us](#).

**Your selected product and funds**

Product  
Investment Fund

Fund(s)	Amount (£)
Henderson Sterling Bond Unit Trust Inc	50,000.00
<b>Total amount invested</b>	<b>50,000.00</b>

**Your personal details**

Name	Mr THOMAS LEISHMAN	Client reference	50501652
Advice Type	Advised		
Address:	IFDS House Attn Mrs. D. Hazel St. Nicholas Lane Basildon United Kingdom SS15 5FS		
National Insurance Number	BA-50-16-52-A		
Date of birth	15/01/1972		
Email address	sarah.duney@landg.com		
Telephone number			

**Income choice**

Income generated by these funds will be reinvested.

**What would you like to do next:**

- Buy another product **GO**
- Return to Investment summary **GO**
- Logoff **GO**

18.

## TOP UP ONLINE: VIEW CONFIRMATION

17. To print out details of your transaction select the 'PRINT FRIENDLY' button.

18. You may now choose to:

- Buy another product.
- Return to your investment summary.
- Log off.





# SWITCH ONLINE.

IPS allows you to switch your money online between funds in your stocks and shares ISAs, OEICs and unit trusts. Please note, you cannot switch between a stocks and shares ISA and an OEIC or unit trust. This section will walk you through the switching process.



## SWITCH ONLINE: INVESTMENT SUMMARY

1. Select 'SWITCH' on the left-hand side.

**Legal & General INVESTOR PORTFOLIO SERVICE**

IPS Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

[Fund Information](#) [Log off](#)

**Investment summary** | **Buy, top up, switch or sell** | **Transaction history** | **View correspondence** | **My personal details** | **Manage my monthly payment**

**What would you like to do ?**

Buy  
Top up  
**Switch**  
Manage payment

To help you understand how your investments are doing, here are the current valuations of your IPS holdings based on unit or share price on the date shown. We also show the value of your IPS Cash Account.

**MY INVESTMENT SUMMARY.** [SHOW SEARCH](#) [PRINT FRIENDLY](#)

Total Contributions: £50.00      Total Withdrawals: £0.06      **TOTAL VALUATION: £65.95**

**Stocks & Shares ISA / B50521509A1H** as at 05/08/2014 [BUY NEW FUNDS](#)

There are no holdings in this portfolio.

Contributions: 0.00      Withdrawals: 0.00      Valuation: 0.00  
Your current tax year ISA contributions for this client reference: £0.00

**Investment Fund / B50521509A1H** as at 05/08/2014 [BUY NEW FUNDS](#)

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">Fidelity Strategic Bond Fund Inc</a>	0.0329	05/08/2014	31.3200	0.01	
<a href="#">Invesco Perpetual Income Fund Acc</a>	0.1920	05/08/2014	2,798.5900	5.37	
<a href="#">*Investec Cautious Managed I Fund Inc</a>	3.8552	05/08/2014	110.4000	4.26	<input type="checkbox"/>
<a href="#">*Kames High Yield Bond B Fund Inc</a>	0.2786	05/08/2014	102.9000	0.29	<input type="checkbox"/>
<a href="#">Legal &amp; General MM Income R Trust Inc</a>	1.0700	05/08/2014	58.5900	0.63	
<a href="#">M&amp;G High Yield Corporate Bond A Fund Inc</a>	28.8786	05/08/2014	51.5700	14.89	
<a href="#">Neptune Global Equity A Fund Acc</a>	1.7190	05/08/2014	297.8000	5.12	
<a href="#">Newton Global Higher Income R Fund Inc</a>	0.1030	05/08/2014	139.7300	0.14	
<a href="#">Old Mutual Global Strategic Bond A Fund Inc</a>	4.4995	05/08/2014	196.3600	8.84	
<a href="#">Schroder Tokyo A Fund Inc</a>	9.8681	05/08/2014	210.1000	20.73	
<a href="#">Threadneedle Global Select 1 Fund Acc</a>	4.3720	05/08/2014	126.7900	5.54	
Contributions: 50.00      Withdrawals: 0.06			Valuation: 65.82	<a href="#">TOP UP</a>	

Legal & General INVESTOR PORTFOLIO SERVICE

ips Account1  
Client reference: B50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

[Fund Information](#) [Log off](#)

[Investment summary](#) [Buy, top up, switch or sell](#) [Transaction history](#) [View correspondence](#) [My personal details](#) [Manage my monthly payment](#)

You can use our online service to manage your Investor Portfolio Service (IPS) in order to:

- Buy new funds to add to your existing portfolio
- Invest more money in your existing funds (top-up)
- Sell or switch your units

**Monthly payments, and joint investments:** If you want to make monthly payments into your funds, and you don't already have a Direct Debit set up for this product, or you want to buy a unit trust or OEIC in joint names, please complete and return the paper application form on the [Transactions page](#).

**Please note:** If you have a Portfolio Bond or Portfolio Plus Self Invested Personal Pension, you can't currently manage either of these products via this online service. To make changes to, or if you have any queries on these investments, please [contact us](#).

You may have received advice or a recommendation in the past regarding one or more of the products available on this website, and their suitability for you. If you are now switching funds or investing new money, either through topping up an existing investment or taking out a new product, please note that this website doesn't provide financial advice or recommendations. Legal & General haven't accessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

When you buy new investments or change your existing investments (for example by switching between funds, or increasing a regular investment or deciding to reinvest income) you will invest into 'commission-free' (or 'unbundled') share classes, and pay your charges differently from any 'commission included' (or 'bundled') share classes you already hold. This means that, if you hold funds you bought before these changes, you may have funds on two different charging structures.

To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Select account**  
☒ Existing Account  
 B50521509A1H, Mr I Account1

**Available products**  
 Investment Fund

Account reference B50521509A1H, Mr I Account1

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2. Select the 'Existing Account' you wish to switch funds from.

3. Select the 'NEXT' button to continue.

## i

## IMPORTANT INFORMATION

If you're an existing Portfolio Bond or Portfolio Plus Self Invested Personal Pension (SIPP) customer and would like to switch your funds, please contact your financial adviser. If you don't have a financial adviser you can call Legal & General's Financial Solutions Direct on **0800 316 5866**. Lines are open Monday to Friday 9.00am to 5.00pm. We may record and monitor calls. Calls are normally free of charge from landlines but charges may apply from mobile phones. Please note, we can only advise you on Legal & General's products.

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information

Log off

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly statement

Enter personal/  
product details

Switch out

Switch to

Your income

payment details

Read important

information

View summary

View confirmation

Account reference B50501652A1K, Mr T LEISHMAN

Please check your personal details. If they're correct, please select 'Next' to continue. If they're incorrect please [contact us](#).Please read the [General Key Features](#) and [Key Features Fund Supplement](#) before starting your application. If you need any additional information on your fund choices or the charges, this can be found on the [Fund Information page](#).

Please provide details below for the investment you're switching from, and select 'Next'.

Please don't use the 'forward' and 'back' arrows on your browser as you'll lose any information you've entered. Please use the 'Next' button below to proceed, or tabs above your account reference to navigate to any section.

**Your personal details**

Name Mr THOMAS LEISHMAN

Client reference 50501652

Date of birth 15/01/1972

Do you have a National Insurance Number? Yes

National Insurance Number BA-50-16-52-A

Advice Type Advised

Address  
IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
BasildonSS15 5FS  
United Kingdom

Email address sarah.durey@landg.com

Telephone number

**Select product**

Select the product which holds the funds you wish to switch from.

Product

Investment Fund

NEXT

## SWITCH ONLINE: ENTER PERSONAL/PRODUCT DETAILS

4. Check if your personal information is correct and edit if necessary.

5. Select the product that holds the fund you wish to switch holdings from.

6. Select the 'NEXT' button to continue.

**TIP:** Do not use the forward and back buttons on your internet browser to navigate these screens, as this will clear the information you've entered. To go to the next screen or return to a previous screen, use the buttons in the bottom right of the page.

Account reference B50501652A1K, Mr T LEISHMAN

**Select funds** - Select the fund(s) you want to sell units or shares from.

Step 1: Select the fund manager for the fund you wish to switch your units/shares from.

Step 2: Select the fund(s) you wish to switch your units/shares from, and click "Add fund". You can add as many funds as you like to the list. When you've finished you can choose another fund manager and add more fund(s) to switch from.

Step 3: Enter the number of units/shares you want to switch, or choose the "Switch all" box if you want to switch all units/shares.

Please note: If you're switching all units/shares in an income fund, the income from this fund will cease to be paid.

Step 4: Click "Next".

If you'd like to view your current fund holdings, please click [here](#), Fund manager

First State Investments (UK) Limited

Fund

First State Cbi Emerging Mkts Leaders A Fund Acc

ADD FUND

Fund name	Units/shares held	Units/shares to switch	Switch all	Remove fund
First State Cbi Emerging Mkts Leaders A Fund Acc	963.0552	<input type="text"/> or <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Important information:**

Please ensure you've read the important information below.

[General Key Features](#)[Key Features Fund Supplement](#)[Commission Sheet](#)

BACK

NEXT

**SWITCH ONLINE: SWITCH OUT**

7. Select the Fund Manager, the Fund and select 'ADD FUND'.
8. You can either specify the number of units or shares to sell, or tick the box to sell all the units or shares. If you want to remove this choice select the 'X'.
9. Select the 'NEXT' button to continue.

10.

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Enter personal/product details Switch out Switch in Your income payment details Read important information View summary View confirmation

Account reference B50521509A1H, Mr I Account1

Step 1: Select the fund manager for the fund you wish to invest into.

Step 2: Select the fund(s) you wish to move your money into and click "Add fund". You can add as many funds as you like to your list. When you've finished you can choose another fund manager and add more fund(s) to switch into.

Step 3: Enter the percentage of your total proceeds that you wish to invest in your new fund(s). This needs to total 100%. Please also see the [Investing with IPS](#) for minimum investment amounts.

Step 4: Click "Next".

Please make sure you read [Investing with IPS](#), [Important Fund Information](#) and the [IPS Terms and Conditions](#).

Select funds - select the fund(s) you want to buy units or shares into

Fund manager  
Investec Asset Management

Fund  
Investec Cautious Managed I Fund Inc

ADD FUND

Fund name  
Investec Cautious Managed I Fund Inc

KIID

% of total value	Remove fund
	X

11.

12.

13.

Important information:

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected above. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS, as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

[Investing with IPS](#) [Important Fund Information](#) [IPS Terms and Conditions](#) [Personalised Fees and Charges Schedule](#) [Guide to Paying the Platform Fee](#)

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## SWITCH ONLINE: SWITCH IN

- Select the 'Fund Manager' and 'Fund' you want to switch your investment into and select the 'ADD FUND' button. If you would like to invest in more than one fund, simply repeat this step and click 'ADD FUND' after you've selected each fund. This will add the chosen fund to the bottom of the screen.
- Enter the percentage of your investment you would like to switch for each fund you've chosen. If you want to remove this choice, select the 'X'. Please ensure you've read the Key Investor Information Document (KIID) for the fund you're switching into. If a KIID is available, it can be viewed via the KIID link that appears beside the individual fund name.
- You must also read your personalised Fees and Charges Schedule and save this for your reference.
- Once you've read the important information, select the 'NEXT' button to continue.

## i

## IMPORTANT INFORMATION

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

We recommend you print and/or download a copy of each KIID for your records.

You must ensure that you've read the information provided about the fees and charges you'll pay on your investment. You must also read your personalised Fees and Charges Schedule and save this for your reference.

14.

Your selection includes fund(s) that can pay income. Please choose from the options below:

- ☐ **Reinvest Income:** Income generated by the funds that you are switching into will be reinvested.
- ☒ **Receive Income:** If you would like to receive the income, please select this option and make your choice from below:

Already receive income on an existing IPS investment: If you would like the income from your new investment to be paid into the same bank/building society account as your existing income, please select the 'Existing income option' below.

If you would like to have the income from your selected investments paid to your nominated bank account on the same day each month, please select the 'Consolidated monthly income option' below.

If you would like to have the income from your selected investments paid to your IPS Cash Account, please select the 'IPS Cash Account option' below. Once in your IPS Cash Account, this money can be used to pay for any fees that are due, and for any future transaction(s) you may wish to make.

If you would like us to change your nominated bank/building society details for your entire IPS Portfolio, please [contact us](#).

- ☒ **Existing Income option**  
Income will continue to be treated as already instructed for other funds.
- ☐ **IPS Cash Account option**  
Income generated by these funds will be paid into your IPS Cash Account. Once in your IPS Cash Account, this money can be used to pay any fees due, and for any future transaction(s) you wish to make.
- ☐ **Consolidated Monthly Income**  
Income generated by these funds will be held in the IPS Cash Account and paid into your nominated bank account on the 7th business day of each month.

**Important**

If this option is selected, the bank account details entered below will replace the nominated bank details currently held for this account. If you need to check these details please [contact us](#).

Please provide your bank/building society account details where you'd like the income to be paid.

Account holder name

Account number

Sort code

 -  - 

Roll number

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17.

## SWITCH ONLINE: YOUR INCOME PAYMENT DETAILS

Any income you may receive from your portfolio investments can either be reinvested or paid to you as an income.

### 14. INCOME PAYMENT OPTIONS

- Reinvest income – select this option if you'd like any income to be reinvested back into the fund. If you select this option, go to step 17.
- Receive income – select this option if you'd like to receive any income from the fund you're invested in.

15. If you've chosen to receive income, please select how you'd like to receive these payments. You have three options:

- Existing Income – as per your existing investments.
- IPS Cash Account – income generated by these funds will be paid into your IPS Cash Account. Once in your IPS Cash Account, this money can be used for any future transaction(s) you wish to make.
- Consolidated Monthly Income – income generated by these funds will be held in the IPS Cash Account and paid into your nominated bank or building society account on the seventh business day of each month.

16. If you've elected to consolidate your monthly income, please enter the details of the bank or building society account you'd like the income paid into.

17. Once completed select the 'NEXT' button to continue.

18.

Investment summary	Buy, top up, switch or sell	Transaction history	View correspondence	My personal details	Manage my monthly payment
--------------------	-----------------------------	---------------------	---------------------	---------------------	---------------------------

Choose product and fund	Read Important Information	View summary	Enter payment details	View Confirmation
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LEGAL INFORMATION.

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**Legal declaration**

I hereby authorise Legal & General to buy funds as detailed within this electronic instruction.

I am aware that when submitting this buy / top up online, the instruction is subject to being accepted and processed under the IPS Terms and Conditions. Submitting the buy / top up will not immediately update my valuation or transaction history until the buy / top up has been fully processed.

**I declare that:**

- I am 18 years of age or over;
- I am not a US person/resident.
- The information given in this application is full and accurate to the best of my knowledge and belief and I will inform Legal & General (Portfolio Management Services) Limited without delay of any change in my circumstances affecting any of the information in this form.

**I agree to:**

- The IPS Platform Fee for use of the IPS service. I authorise Legal & General to collect this fee from my IPS Cash Account. If there is insufficient money in my IPS Cash Account, I authorise Legal & General to sell enough of my assets to pay the IPS Platform Fee in accordance with the IPS Terms and Conditions.
- The Fund Charges, shown as the 'Total Ongoing Charge', paid to the Fund Manager from the capital or income of your investment.

Details of these charges are given in your personalised Fees and Charges Schedule in the Important Information box below. This is an important document, and it shows a personalised example of the actual costs of the charges to you. You should read this document and keep it open for reference as you complete this transaction. We recommend you save it to your computer or print it before you invest.

I have received the relevant product documents relating to my investment. These can be found in the Important Information box, below.

I confirm that I have read the current Key Investor Information Document (KIID) for the fund(s) I wish to invest in.

A KIID can be viewed by clicking the KIID link that appears beside the individual fund name on the 'Choose product and fund' screen.

I have received the [IPS Terms and Conditions](#) and I agree to be bound by them. I agree that the IPS Terms and Conditions form the basis of my agreement with Legal & General.

☐ I agree to the above declaration.

**Important information:**

The value of your investment may fall as well as rise and you may get back less than you invest. Although there is no fixed term you should be prepared to invest for the medium to long term, ideally five years or more.

Before making an investment you must read the Key Investor Information Document (KIID) for each fund you want to invest in. You can access the KIID by clicking the KIID link that appears beside the fund names you've selected. You should also read the documents linked to below this paragraph. They give you general information on investing with IPS, as well as the IPS Terms and Conditions. We recommend you print and/or download a copy of the KIID for each fund you've selected as well as the product documents.

[Investing with IPS](#)  
 [Important Fund Information](#)  
 [IPS Terms and Conditions](#)  
[Personalised Fees and Charges Schedule](#)  
 [Guide to Paying Your Platform Fee](#)

BACK
NEXT

19.

**SWITCH ONLINE: READ IMPORTANT INFORMATION**

18. Read the declaration and tick the box if you agree with it. If you're buying an ISA you'll need to confirm your UK residency. By ticking the declaration box you're also confirming that you've seen the KIID for the fund(s) you're investing in. If a KIID is available, it can be viewed via the KIID link in the 'Choose product and fund' screens.

19. Once completed, select the 'NEXT' button to continue.

i

**IMPORTANT INFORMATION**

As part of your investment process you must, where available, read the Key Investor Information Document (KIID) for each fund you'd like to invest in. The KIID gives you information about a fund, helping you to understand the fund's charges and aims as well as the main risks of investing in the fund.

If a KIID is available, it can be viewed via the KIID link in the 'Switch in' screen. We recommend you print and/or download a copy of each KIID for your records.





## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
09/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information

Log off

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Enter personal product details Switch out Switch in Your income payment details Read important information View summary View confirmation

Account reference B50501652A1K, Mr T LEISHMAN

Here is a summary of your personal details and your selected product and fund(s) details you have selected.

If you wish to amend any of these details, please use the tabs above to navigate back.

If the details are correct, click "Next" at the bottom of the screen to submit your application.

## Your personal details

Name Mr THOMAS LEISHMAN Client reference 50501652

Advice Type Advised

Address:  
IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basildon  
United Kingdom  
SS15 5FS

National Insurance Number BA-50-16-52-A

Date of birth 15/01/1972

Email address sarah.durey@landg.com

Telephone number

## Your selected product and funds

Product  
Investment Fund

Fund's to switch out of	Units/shares held	Units/shares to switch	Continue monthly payments
First State GBI Emerging Mkts Leaders A Fund Acc	953.0552	50.0000	No

Fund's to switch into	% of total value	Monthly payments
Investec Cautious Managed A Fund Inc	100.00	-

## Income choice

Income generated by the funds that you are switching into will be reinvested.

BACK

SUBMIT

## SWITCH ONLINE: VIEW SUMMARY

20. Check the summary for your switch application. If any of the details are incorrect, return to the appropriate previous step using the grey tabs at the top of the page.
21. If the details are correct, select the 'SUBMIT' button to continue.

**SWITCH ONLINE: VIEW CONFIRMATION**

You'll receive a message on screen confirming your payment. You'll be given a deal reference number and in a few minutes, you'll receive an email confirming that your switch request has been accepted.

**22.** To print out details of your transaction select the 'PRINT FRIENDLY' button.

**23.** You may now choose to:

- Buy another product.
- Return to your investment summary.
- Log off.

**Legal & General INVESTOR PORTFOLIO SERVICE**

THOMAS LEISHMAN  
Client reference: 00501602  
08/06/2012

Phone: 0845 272 0099  
Lines open: Monday - Friday 9am to 5.30pm  
Email: investorportfolio.services@lvgd.com

[Fund Information](#) [Log off](#)

**Investment summary** **Buy, top up, switch or sell** **Transaction history** **View correspondence** **My personal details** **Manage my monthly payment**

Enter personal product details Switch out Switch in Your income account details Read important information View summary **View confirmation**

**CONFIRMATION.**  
Account reference 00501602A1K, Mr T LEISHMAN  
Thank you for your instruction, this has been received and we have sent confirmation to your email address. Written confirmation of this transaction will be sent through the post to your address.  
Your deal reference is: U0Z0BN1.  
Important  
Please print this confirmation screen and/or make a note of the reference number above as you will need to quote these if you [contact us](#).

**What would you like to do next:**

- [Buy/top up or switch another investment](#)
- [View Valuation page](#)
- [Log off](#)

**Your personal details**

Name	Mr THOMAS LEISHMAN	Client reference	00501602
Advice Type	Advised		
Address:	9708 House Ain Mtn, D. Hazel St. Nicholas Lane Bashdon United Kingdom S810 5FG		
National Insurance Number	BA 50 10 52 A		
Date of birth	15/01/1972		
Email address	sarah.duney@lvgd.com		
Telephone number			

**Your selected product and funds**

Product  
Investment Fund

Funds to switch out of	Units/shares held	Units/shares to switch	Continue monthly payments
First State Gbl Emerging Mkts Leaders A Fund Acc	953.0662	50.0000	No

Funds to switch into	% of total value	Monthly payments
Investec Cautious Managed A Fund Inc	100.00	-

**Income choice**  
Income generated by the funds that you are switching into will be reinvested.

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# SELL ONLINE.

You can sell part or all of your investment online. The next few pages are a step-by-step guide to help you do just that.



## SELL ONLINE: BUY, TOP UP, SWITCH OR SELL

1. Select the 'Buy, top up, switch or sell' tab at the top of the page.

The screenshot shows the Legal & General Investor Portfolio Service (IPS) website. The header includes the Legal & General logo, account details (Ips Account1, Client reference: 50521509, 06/08/2014), contact information (Phone: 0845 272 0089, Lines open: Monday to Friday 9am to 5:30pm, Email: investor.portfolio.service@landg.com), and a link to download the user guide. A navigation bar contains tabs: 'Investment summary', 'Buy, top up, switch or sell' (highlighted with a red box and a red arrow from the number 1), 'Transaction history', 'View correspondence', 'My personal details', and 'Manage my monthly payment'. Below the tabs, there is a section titled 'You can use our online service to manage your Investor Portfolio Service (IPS) in order to:' with a bulleted list: 'Buy new funds to add to your existing portfolio', 'Invest more money in your existing funds (top-up)', and 'Sell or switch your units'. This is followed by a paragraph about 'Monthly payments, and joint investments' and a 'Please note' section. Below this is a paragraph about receiving advice and a paragraph about switching investments. A 'Select transaction type' section has three radio buttons: 'Buy / Top Up' (selected), 'Switch', and 'Sell'. A 'Select account' section has a radio button for 'Existing Account' and a dropdown menu. An 'Available products' section is at the bottom with a 'NEXT' button. The footer contains links for Accessibility, Security, Legal information, All our websites, Privacy policy, Terms and conditions, and Sitemap, along with the copyright notice '© Legal & General Group plc 2014'.

Legal & General INVESTOR PORTFOLIO SERVICE

Ips Account1  
Client reference: 50521509  
06/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

[Fund Information](#) [Log off](#)

[Investment summary](#) **[Buy, top up, switch or sell](#)** [Transaction history](#) [View correspondence](#) [My personal details](#) [Manage my monthly payment](#)

You can use our online service to manage your Investor Portfolio Service (IPS) in order to:

- Buy new funds to add to your existing portfolio
- Invest more money in your existing funds (top-up)
- Sell or switch your units

**Monthly payments, and joint investments:** if you want to make monthly payments into your funds, and you don't already have a Direct Debit set up for this product, or you want to buy a unit trust or OEIC in joint names, please complete and return the paper application form on the [Transactions page](#).

**Please note:** if you have a Portfolio Bond or Portfolio Plus Self Invested Personal Pension, you can't currently manage either of these products via this online service. To make changes to, or if you have any queries on these investments, please [contact us](#).

You may have received advice or a recommendation in the past regarding one or more of the products available on this website, and their suitability for you. If you are now switching funds or investing new money, either through topping up an existing investment or taking out a new product, please note that this website doesn't provide financial advice or recommendations. Legal & General haven't accessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

When you buy new investments or change your existing investments (for example by switching between funds, or increasing a regular investment or deciding to reinvest income) you will invest into 'commission-free' (or 'unbundled') share classes, and pay your charges differently from any 'commission included' (or 'bundled') share classes you already hold. This means that, if you hold funds you bought before these changes, you may have funds on two different charging structures.

To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Select transaction type**

☒ Buy / Top Up ☐ Switch ☐ Sell

**Select account**

☒ Existing Account

**Available products**

[NEXT](#)

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**Investment summary** | **Buy, top up, switch or sell** | Transaction history | View correspondence | My personal details | Manage my monthly payment

You can use our online service to manage your Investor Portfolio Service (IPS) in order to:

- Buy new funds to add to your existing portfolio
- Invest more money in your existing funds (top-up)
- Sell or switch your units

**Monthly payments, and joint investments:** if you want to make monthly payments into your funds, and you don't already have a Direct Debit set up for this product, or you want to buy a unit trust or OEIC in joint names, please complete and return the paper application form on the [Transactions page](#).

**Please note:** If you have a Portfolio Bond or Portfolio Plus Self Invested Personal Pension, you can't currently manage either of these products via this online service. To make changes to, or if you have any queries on these investments, please [contact us](#).

You may have received advice or a recommendation in the past regarding one or more of the products available on this website, and their suitability for you. If you are now switching funds or investing new money, either through topping up an existing investment or taking out a new product, please note that this website doesn't provide financial advice or recommendations. Legal & General haven't assessed whether the products available are suitable for you. This means you don't have the protection you would have received if Legal & General had done this. It's up to you to decide if an investment with IPS is suitable for your needs. If you're unsure, please seek financial advice.

When you buy new investments or change your existing investments (for example by switching between funds, or increasing a regular investment or deciding to reinvest income) you will invest into 'commission-free' (or 'unbundled') share classes, and pay your charges differently from any 'commission included' (or 'bundled') share classes you already hold. This means that, if you hold funds you bought before these changes, you may have funds on two different charging structures.

To understand more about how the fees and charges on your investments are calculated, on 'commission included' and 'commission free' funds, you can read our [Investment Charging Guide here](#).

**Select transaction type**

☐ Buy / Top Up ☐ Switch ☒ Sell

If you place this instruction between the 1st and 9th business day of the month, this may impact our calculations and prevent us from following your previous instruction to sell units to cover regular withdrawals, charges and/or fees. Please refer to your Terms & Conditions for more information on the sell down process.

**Important. Money withdrawn from your fund(s) online is not automatically paid into your nominated bank account and will be paid into your IPS Cash Account.**

To make a withdrawal and have it sent directly to your bank or building society account, you can call our UK call centre on 0845 272 0089\* or write to us at our Customer Services address.

\* Lines are open Monday to Friday 9.00am to 5.30pm. Call charges vary. We may record and monitor calls.

☐ I understand and agree that the money from this online Sell transaction will be paid into my IPS Cash Account

**Select account**

☒ Existing Account

B50521509A1H, Mr I Account1

**Available products**

- Investment Fund

Account reference B50521509A1H, Mr I Account1

**NEXT**

2. Select 'Sell' from the list of transaction types.
3. Confirm that you understand and agree that the money from this online transaction will pay money into your IPS Cash Account, not directly into your nominated bank or building society account.
4. Select the 'Existing Account' you wish to switch funds from.
5. Select the 'NEXT' button to continue.

## i

## IMPORTANT INFORMATION

If you're an existing Portfolio Bond or Portfolio Plus Self Invested Personal Pension (SIPP) customer and would like to make a withdrawal from your the product, please contact your financial adviser. If you don't have a financial adviser you can call Legal & General's Financial Solutions Direct on **0800 316 5866**.

Lines are open Monday to Friday 9.00am to 5.00pm. We may record and monitor calls. Calls are normally free of charge from landlines but charges may apply from mobile phones. Please note, we can only advise you on Legal & General's products.

**SELL ONLINE: SELECT PRODUCT**

6. Select the product that holds the funds you wish to sell from and the reason.
7. Select the 'NEXT' button to continue.

6.

7.

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Personal product details Sell current holdings Read important information View summary View confirmation

Account reference B50501652A1K, Mr T LEISHMAN

Select the product which holds the funds you wish to sell from.

Your personal details

Name Mr THOMAS LEISHMAN

Client reference 50501652

Date of birth 15/01/1972

Do you have a National Insurance Number? Yes

National Insurance Number BA-50-16-52-A

Address IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basildon  
SS15 5FS  
United Kingdom

Email address sarah.durey@iandg.com

Telephone number

**Select product**  
Select the product which holds the funds you wish to sell from.

**Product**  
Investment Fund

**Sale Reason**  
Intermediary Remuneration

Destination of sales proceeds  
IPS Cash Account

NEXT

## SELL ONLINE: SELECT PRODUCT

8. Select the Product, Fund Manager and Fund that you wish to sell and select the 'ADD' button.
9. Enter the amount you wish to sell or tick 'Sell all'. Choose the 'X' button to remove any selections you don't want.
10. Select the 'NEXT' button to continue.

**TIP:** Do not use the forward and back buttons on your internet browser to navigate these screens, as this will clear the information you've entered. To go to the next screen or return to a previous screen, use the buttons in the bottom right of the page.

**Legal & General INVESTOR PORTFOLIO SERVICE**

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investorportfolio.service@leggy.com

[Fund Information](#) [Log off](#)

**Investment summary** | **Buy, top up, switch or sell** | **Transaction history** | **View correspondence** | **My personal details** | **Manage my monthly payment**

**Personal product details** | **Sell current holdings** | **Read important information** | **View summary** | **View confirmation**

Account reference B50501652A1K, Mr T LEISHMAN

**Select funds**

Step 1: Select the fund manager for the fund you wish to sell your units/shares from.

Step 2: Select the fund(s) you wish to sell your units/shares from, and click "Add fund". You can add as many funds as you like to the list. When you've finished you can choose another fund manager and add more fund(s) to sell from.

Step 3: Enter the number of units/shares you want to sell, or choose the "Sell all" box if you want to sell all units/shares.

Please note: If you're selling all units/shares in an income fund, the income from this fund will cease to be paid going forward. If you're selling units/shares from a fund where you have a monthly payment into that fund, and you want to continue with your payments into this fund, select "Continue with my payments".

**Step 4: Click "Next".**

**Fund manager**

First State Investments (UK) Limited

**Fund**

First State Gbl Emerging Mkts Leaders A Fund Acc

**ADD FUND**

Fund name	Units/shares held	Units/shares to sell	Sell all	Remove fund
First State Gbl Emerging Mkts Leaders A Fund Acc	953.0552	<input type="text"/>	<input type="checkbox"/>	<input type="button" value="X"/>

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## SELL ONLINE: READ IMPORTANT INFORMATION

11. Read the declaration and tick to confirm if you agree with it.

12. Select the 'NEXT' button to continue.



THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund information](#)[Log off](#)

[Investment summary](#) | [Buy, top up, switch or sell](#) | [Transaction history](#) | [View correspondence](#) | [My personal details](#) | [Manage my monthly payment](#)

[Personal/product details](#) | [Sell current holdings](#) | [Read important information](#) | [View summary](#) | [View confirmation](#)

Account reference B50501652A1K, Mr T LEISHMAN

Please review the below legal declaration carefully and confirm that you agree to the terms before proceeding.

**Legal information - declaration**

I agree that:

I authorise Legal & General to sell funds as detailed in this electronic instruction.

I understand that if I am selling funds, my investment will be sold at the next valuation point after acceptance of the instruction.

I am aware that when submitting this online sell instruction, the instruction is subject to being accepted and processed under Legal & General's Terms & Conditions. Submitting the sell instruction will not immediately update my valuation, IPS Cash Account or transaction history until the sell instruction has been fully processed.

I confirm that I have read the [General Key Features](#) and the [Fund Key Features](#) documents.

☒ I agree to the above declaration.

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## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information

Log off

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

Personal/product details

Sell current holdings

Read important information

View summary

View confirmation

Account reference B50501652A1K, Mr T LEISHMAN

Here is a summary of your personal details and your selected product and funds(s).

If you wish to amend any of these details, please use the tabs above to navigate back.

If the details are correct, click 'Submit' at the bottom of the screen to submit your application.

## Your personal details

Name Mr THOMAS LEISHMAN Client reference 50501652

Address:  
IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basildon  
United Kingdom  
SS15 5FS

National Insurance Number BA-50-16-S2-A

Date of birth 15/01/1972

Email address sarah.durey@landg.com

Telephone number

## Your selected product and funds

Product

Investment Fund

Fund(s) to sell

First State Gbl Emerging Mkts Leaders A Fund Acc

Units/Shares held

953.0552

Units/Shares to sell

50.0000

Continue monthly payments

No

Destination of sale proceeds IPS Cash Account

Reason for sale Intermediary Remuneration

BACK

SUBMIT

## SELL ONLINE: READ IMPORTANT INFORMATION

13. Check the summary for your sell request. If any of the details are incorrect, return to the appropriate previous steps by selecting the 'BACK' button.
14. Select the 'SUBMIT' button to proceed.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
18/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information

Log off

Investment summary

Buy, top up, switch or sell

Transaction history

View correspondence

My personal details

Manage my monthly payment

Personal/product details

Sell current holdings

Read important information

View summary

View confirmation

PRINT FRIENDLY

## CONFIRMATION.

Account reference B50501652A1K, Mr T LEISHMAN

Thank you for your instruction. Written confirmation of this transaction will be sent through the post to your address.

Your deal reference is: U02DBPW.

## Important

Please print this confirmation screen and/or make a note of the reference numbers above as you will need to quote these if you [contact us](#).

## Your personal details

Name Mr THOMAS LEISHMAN Client reference 50501652

Address:  
IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basildon  
United Kingdom  
SS15 5FS

National Insurance Number BA-50-16-52-A

Date of birth 15/01/1972

Email address sarah.durey@landg.com

Telephone number

## Your selected product and funds

## Product

Investment Fund

Fund(s) to sell  
First State Gbl Emerging Mkts Leaders A Fund Acc

Units/Shares held  
853.0552

Units/Shares to sell  
All

Continue monthly payments  
No

Destination of sale proceeds IPS Cash Account

Reason for sale Intermediary Remuneration

15.



# TRANSACTION HISTORY.

Through your online account you can keep track of all of your transactions, whether you've bought into a new fund or simply topped up an existing one.



1.

**Legal & General INVESTOR PORTFOLIO SERVICE**

IPS Account1  
Client reference: 50521509  
05/08/2014

Phone: 0845 272 0089  
Call charges will vary  
We may record and monitor calls  
Lines open: Monday to Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

Need help? [Download our user guide](#)

[Fund information](#) [Log off](#)

**Transaction history**

**VIEW TRANSACTION HISTORY.**

The screen below shows a summary of your transactions by product and your IPS Cash Account. Use the search options to search and group transactions by date, product, fund or transaction type.

**Search Results (Last 3 months)**

**Investment Fund / B50521509A1H** (as at 05/08/2014)

Fund	Date	Transaction Type	In (GBP)	Out (GBP)	Price date	Price(p)	Units/Shares	Int charge (GBP)
M&G High Yield Corporate Bond A Fund Inc	01/08/2014	Dividend Reinvestment	0.04		01/08/2014	51.65	0.0775	
M&G High Yield Corporate Bond A Fund Inc	04/07/2014	Dividend Reinvestment	0.05		04/07/2014	52.47	0.0953	
Old Mutual Global Strategic Bond A Fund Inc	04/07/2014	Dividend Reinvestment	0.01		04/07/2014	197.48	0.0051	
M&G High Yield Corporate Bond A Fund Inc	30/05/2014	Dividend Reinvestment	0.05		30/05/2014	52.37	0.0955	

**Notes**

**Portfolio Investments** - transactions displayed are undertaken during the time period stated and on the specific fund holding stipulated and should not be regarded as a formal statement or as a replacement for a contract note. The term 'sales' incorporates void transactions and transfers out. For full details of all cancelled investments, please refer to the original notification of cancellation. Corrections made on a re-registration transfer in will be shown as a re-registration transfer in with the units or shares presented as a negative value. The date shown for income and tax reclaim payments is the date payment will be received. The transaction date above may not reflect the pricing date and all dealing is on a forward basis.

**Portfolio Bonds** - transactions displayed are for the period stated and should not be regarded as a formal statement. Statements are issued separately to policyholders on an annual basis. Valuations are based on the unit price calculated at the date shown and exclude the value of any bonds marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

**Portfolio Plus Self Invested Personal Pension (PPSIPP)** holdings - only the insured funds are reflected in your transaction history. Valuations are based on the unit price calculated at the date shown and exclude any PPSIPPs marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

These screens may not reflect the full transaction history available due to a limit on the number of pages that can be displayed.

The value of these investments can go down as well as up. Please remember that past performance is not a guide to future performance.

We use Cash Adjustments to make changes to your holdings when needed. From 1 July 2013 we also use Cash Adjustments to deduct any basic rate tax due on any AMC or platform rebates you receive.

The fund marker (\*) in front of the fund names indicates commission free share class funds.

**TRANSACTION HISTORY:**

The Transaction History screen opposite shows a summary of your transactions by product and your IPS Cash Account. Use the search options to search and group transactions by date, product, fund or transaction type.

1. Select the 'Transaction history' tab and then the 'SHOW SEARCH' button.



2.

**Legal & General INVESTOR PORTFOLIO SERVICE**

THOMAS LEISHMAN  
Client reference: 50501652  
09/05/2012

Phone: 0845 272 0099  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund Information](#) [Log off](#)

**Transaction history**

**VIEW TRANSACTION HISTORY.**

The screen below shows a summary of your transactions by product and your IPS Cash Account. Use the search options to search and group transactions by date, product, fund, transaction type or designation.

**Search options** - Use the options below to search and group transactions by date, product, fund, transaction type or designation.

Date range: [Last month](#) [Last 3 months](#) [Last 6 months](#) OR Start date: 8 / 2 / 2012 End date: 8 / 5 / 2012

**Product**  
All Products...

**Fund manager**  
All Fund Providers...

**Fund**  
All Funds...

**Transaction type group**  
All Transaction Groups...

Designation:  
Search for investments designated for a purpose (max 8 character length)

**SEARCH** OR **SHOW ALL**

**Search Results (Last 3 months)**  
There are no transactions for this search. Please use the search options above to select different search criteria.

**Notes**

**Portfolio Investments** - transactions displayed are undertaken during the time period stated and on the specific fund holding stipulated and should not be regarded as a formal statement or as a replacement for a contract note. The term 'sales' incorporates void transactions and transfers out. For full details of all cancelled investments, please refer to the original notification of cancellation. Corrections made on a re-registration transfer in will be shown as a re-registration transfer in with the units or shares presented as a negative value. The date shown for income and tax reclaim payments is the date payment will be received. The transaction date above may not reflect the pricing date and all dealing is on a forward basis.

**Portfolio Bonds** - transactions displayed are for the period stated and should not be regarded as a formal statement. Statements are issued separately to policyholders on an annual basis. Valuations are based on the unit price calculated at the date shown and exclude the value of any bonds marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

**Portfolio Plus Self Invested Personal Pension (PPSIPP)** holdings - only the insured funds are reflected in your transaction history. Valuations are based on the unit price calculated at the date shown and exclude any PPSIPPs marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

These screens may not reflect the full transaction history available due a limit on the number of pages that can be displayed.

The value of these investments can go down as well as up. Please remember that past performance is not a guide to future performance.

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**TRANSACTION HISTORY:**

- Define your search by selecting the product, Fund Manager, Fund and transaction type group followed by selecting the 'SEARCH' or 'SHOW ALL' buttons.



3.

**TRANSACTION HISTORY:**

3. To print out details of your transaction select the 'PRINT FRIENDLY' button.

**NOTES**

Portfolio investments:

- Transactions displayed were undertaken during the time period stated and on the specific fund holding stipulated and should not be regarded as a formal statement or as a replacement for a contract note.
- The term 'sales' incorporates void transactions and transfers out. For full details of all cancelled investments, please refer to the original notification of cancellation.
- Corrections made on a 're-registration transfer in' are shown as a 're-registration transfer in' with the units or shares presented as a negative value.
- The date shown for income and tax reclaim payments is the date payment will be received.
- The transaction date above may not reflect the pricing date and all dealing is on a forward basis.

**VIEW TRANSACTION HISTORY.** HIDE SEARCH PRINT FRIENDLY

The screen below shows a summary of your transactions by product and your IPS Cash Account. Use the search options to search and group transactions by date, product, fund or transaction type.

**Search options** - Use the options below to search and group transactions by date, product, fund, transaction type or designation.

**Date range**  
[Last month](#) [Last 3 months](#) [Last 6 months](#) OR Start date    End date

**Product**  
  
**Fund manager**  
  
**Fund**

**Transaction type group**  
  
**Designation**

SEARCH OR SHOW ALL

**Search Results**

**Stocks & Shares ISA / B50501652A1K** (as at 18/05/2012)

Fund	Date	Transaction Type	In (GBP)	Out (GBP)	Price date	Price(p)	Units/Shares	Int charge (GBP)
Henderson Sterling Bond Unit Trust Inc	09/05/2012	Investment Lump Sum	10,000.00		09/05/2012	55.59	17,255.4956	407.67
Invesco Perpetual Income Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	1,941.54	4.8931	-5.00
Legal & General Growth R Trust Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	58.05	164.0655	-4.76
M&G Recovery A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	240.81	39.8655	-4.00
Neptune Global Equity A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	270.10	35.1722	-5.00
Schroder Income A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	4,416.00	2.1518	-4.98
Invesco Perpetual Income Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	1,941.54	4.8931	5.00
Legal & General Growth R Trust Acc	08/11/2011	Investment Regular	100.00		08/11/2011	58.05	164.0655	4.76
M&G Recovery A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	240.81	39.8655	4.00
Neptune Global Equity A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	270.10	35.1722	5.00
Schroder Income A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	4,416.00	2.1518	4.98
Invesco Perpetual Income Fund Acc	10/10/2011	Investment Regular	100.00		10/10/2011	1,920.40	4.9469	5.00
Legal & General Growth R Trust Acc	10/10/2011	Investment Regular	100.00		10/10/2011	55.05	173.0064	4.76
M&G Recovery A Fund Acc	10/10/2011	Investment Regular	100.00		10/10/2011	232.31	41.3241	4.00
Neptune Global Equity A Fund Acc	10/10/2011	Investment Regular	100.00		10/10/2011	245.10	38.7597	5.00
Schroder Income A Fund Acc	10/10/2011	Investment Regular	100.00		10/10/2011	4,320.00	2.1996	4.98
Invesco Perpetual Income Fund Acc	08/09/2011	Investment Regular	100.00		08/09/2011	1,877.11	5.0610	5.00



THOMAS LEISHMAN  
Client reference: 50501652  
21/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund Information Log off

Investment summary Buy, top up, switch or sell Transaction history View correspondence My personal details Manage my monthly payment

**What would you like to do ?**  
Buy  
Top up  
Switch  
Manage payment

**VIEW TRANSACTION HISTORY.** **HIDE SEARCH** **PRINT FRIENDLY**

The screen below shows a summary of your transactions by product and your IPS Cash Account. Use the search options to search and group transactions by date, product, fund or transaction type.

**Search options** - Use the options below to search and group transactions by date, product, fund, transaction type or designation.

**Date range**  
Last month Last 3 months Last 6 months OR Start date   End date

**Product**  
All Products...

**Fund manager**  
All Fund Providers...

**Fund**  
All Funds...

**Transaction type group**  
All Transaction Groups...

**Designation**  
Search for investments designated for a purpose (max 8 character length)

**SEARCH** OR **SHOW ALL**

**Search Results**

**Stocks & Shares ISA / B50501652A1K** (as at 18/05/2012)

Fund	Date	Transaction Type	In (GBP)	Out (GBP)	Price date	Price(p)	Units/Shares	Int charge (GBP)
Henderson Sterling Bond Unit Trust Inc	09/05/2012	Investment Lump Sum	10,000.00		09/05/2012	55.59	17,255.4956	407.67
Invesco Perpetual Income Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	1,941.54	4.8931	-5.00
Legal & General Growth R Trust Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	58.05	164.0655	-4.76
M&G Recovery A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	240.81	39.8655	-4.00
Neptune Global Equity A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	270.10	35.1722	-5.00
Schroder Income A Fund Acc	14/11/2011	Investment Cancellation	-100.00		08/11/2011	4,416.00	2.1518	-4.98
Invesco Perpetual Income Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	1,941.54	4.8931	5.00
Legal & General Growth R Trust Acc	08/11/2011	Investment Regular	100.00		08/11/2011	58.05	164.0655	4.76
M&G Recovery A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	240.81	39.8655	4.00
Neptune Global Equity A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	270.10	35.1722	5.00
Schroder Income A Fund Acc	08/11/2011	Investment Regular	100.00		08/11/2011	4,416.00	2.1518	4.98
Invesco Perpetual Income Fund Acc	10/10/2011	Investment Regular	100.00		10/10/2011	1,920.40	4.9469	5.00
Legal & General Growth R Trust Acc	10/10/2011	Investment Regular	100.00		10/10/2011	55.05	173.0064	4.76

**NOTES** (continued)

## Portfolio Bond:

- Transactions displayed are for the period stated and should not be regarded as a formal statement.
- Statements are issued separately to policyholders on an annual basis.
- Valuations are based on the unit price calculated at the date shown and exclude the value of any bonds marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

## Portfolio Plus Self Invested Personal Pension (SIPP):

- Only the insured funds are reflected in your transaction history.
- Valuations are based on the unit price calculated at the date shown and exclude any SIPPs marked 'work in progress'. This is because we are carrying out your recent instructions and a valuation isn't available.

These screens may not reflect the full transaction history available due to a limit on the number of pages that can be displayed.

The value of these investments can fall as well as rise. Please remember that past performance is not a guide to future performance.



# VIEW CORRESPONDENCE.

We upload electronic versions of the communications we send to you in the post, such as your annual statement, to your account for you to view at any time.





## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund information

Log off

Investment summary Buy, top up, switch or sell Transaction history **View correspondence** My personal details Manage my monthly payment

What would you like to do ?

Buy

Top up

Switch

Manage payment

The screen below shows the current valuations of your investment portfolio (as at 03/05/2012) holdings and your IPS Cash Account valuation.

## MY INVESTMENT SUMMARY.

SHOW SEARCH

PRINT FRIENDLY

TOTAL VALUATION: £103,550.68

## Stocks &amp; Shares ISA / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Asia Pacific Leaders A Fund Acc</a>	1,567.7149	03/05/2012	360.7600	5,655.69	<input type="checkbox"/>
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	386.3660	03/05/2012	368.8900	1,425.27	<input type="checkbox"/>
<a href="#">Invesco Perpetual Income Fund Acc</a>	510.6521	03/05/2012	2,077.3900	10,608.24	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	5,524.3183	03/05/2012	63.3200	3,498.00	<input type="checkbox"/>
<a href="#">M&amp;G Recovery A Fund Acc</a>	3,876.6202	03/05/2012	266.5300	10,332.36	<input type="checkbox"/>
<a href="#">Neptune Balanced Fund Acc</a>	1,123.5490	03/05/2012	470.8000	5,289.67	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	1,508.1585	03/05/2012	278.4000	4,198.71	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	47.6727	03/05/2012	4,715.0000	2,247.77	<input type="checkbox"/>

Your current tax year ISA contributions for this client reference: £0.00

Valuation: 43,255.71

TOP UP

## Investment Fund / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	953.0552	03/05/2012	368.8900	3,515.73	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	1,233.4629	03/05/2012	63.3200	781.03	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	914.9525	03/05/2012	278.4000	2,547.23	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	101.6936	03/05/2012	4,715.0000	4,794.85	<input type="checkbox"/>
<a href="#">Schroder UK Alpha Plus A Fund Acc</a>	2,966.8072	03/05/2012	126.6000	3,755.98	<input type="checkbox"/>

Valuation: 15,394.82

TOP UP

## VIEW CORRESPONDENCE:

1. Select the 'View correspondence' tab.



THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

## INVESTOR PORTFOLIO SERVICE

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: [investor.portfolio.service@landg.com](mailto:investor.portfolio.service@landg.com)

[Fund Information](#)[Log off](#)

[Investment summary](#) [Buy, top up, switch or sell](#) [Transaction history](#) [View correspondence](#) [My personal details](#) [Manage my monthly payment](#)

### What would you like to do ?

[Buy](#)[Top up](#)[Switch](#)[Manage payment](#)

### VIEW CORRESPONDENCE.

You're able to view copies of all correspondence we've posted to you by using the search options below.

If you have any questions regarding the information contained in these documents, please [contact us](#).

Use the search criteria below to find an item of documentation:

Document type

Date range

[Last week](#) [Last fortnight](#) [Last month](#) [Clear](#)

Start date

End date

[SEARCH](#)



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you need [Adobe Acrobat® Reader](#).

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## VIEW CORRESPONDENCE:

The View Correspondence screen opposite shows details of all the correspondence we've sent to you.

2. Select specific documents using the drop-down and set the date range.

**VIEW CORRESPONDENCE:**

- Next select the 'SEARCH' button to continue.  
Alternatively, select 'All document types' to view all documents.
- To view the correspondence items you'll need Adobe Acrobat Reader installed on your PC or laptop. If you need to install it, please scroll down to the bottom of the page and left-click on the logo. This software is free to download.



THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

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Investment summary	Buy, top up, switch or sell	Transaction history	View correspondence	My personal details	Manage my monthly payment
<b>What would you like to do ?</b>					
Buy					
Top up					
Switch					
Manage payment					
<b>VIEW CORRESPONDENCE.</b>					
You're able to view copies of all correspondence we've posted to you by using the search options below.					
If you have any questions regarding the information contained in these documents, please <a href="#">contact us</a> .					
Use the search criteria below to find an item of documentation:					
Document type <input type="text" value="All document types"/>					
Date range					
<a href="#">Last week</a> <a href="#">Last fortnight</a> <a href="#">Last month</a> <a href="#">Clear</a>					
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# MY PERSONAL DETAILS.

If you need to let us know that you've updated your email address or want to change the password on your account, the next few pages will show you how to do just that.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund information

Log off

Investment summary

Buy, top up, switch or sell

Transaction history

View correspondence

My personal details

Manage my monthly payment

What would you like to do ?

Buy

Top up

Switch

Manage payment

The screen below shows the current valuations of your Investor Portfolio Service (which includes your Cash Account valuation).

## MY INVESTMENT SUMMARY.

SHOW SEARCH

PRINT FRIENDLY

TOTAL VALUATION: £103,550.68

## Stocks &amp; Shares ISA / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Asia Pacific Leaders A Fund Acc</a>	1,567.7149	03/05/2012	360.7600	5,655.69	<input type="checkbox"/>
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	386.3660	03/05/2012	368.8900	1,425.27	<input type="checkbox"/>
<a href="#">Invesco Perpetual Income Fund Acc</a>	510.6521	03/05/2012	2,077.3900	10,608.24	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	5,524.3183	03/05/2012	63.3200	3,498.00	<input type="checkbox"/>
<a href="#">M&amp;G Recovery A Fund Acc</a>	3,876.6202	03/05/2012	266.5300	10,332.36	<input type="checkbox"/>
<a href="#">Neptune Balanced Fund Acc</a>	1,123.5490	03/05/2012	470.8000	5,289.67	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	1,508.1585	03/05/2012	278.4000	4,198.71	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	47.6727	03/05/2012	4,715.0000	2,247.77	<input type="checkbox"/>

Your current tax year ISA contributions for this client reference: £0.00

Valuation: 43,255.71

TOP UP

## Investment Fund / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	953.0552	03/05/2012	368.8900	3,515.73	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	1,233.4629	03/05/2012	63.3200	781.03	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	914.9525	03/05/2012	278.4000	2,547.23	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	101.6936	03/05/2012	4,715.0000	4,794.85	<input type="checkbox"/>
<a href="#">Schroder UK Alpha Plus A Fund Acc</a>	2,966.8072	03/05/2012	126.6000	3,755.98	<input type="checkbox"/>

Valuation: 15,394.82

TOP UP

## MY PERSONAL DETAILS:

1. Select the 'My personal details' tab.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@lengd.com

[Fund information](#)[Log off](#)[Investment summary](#)[Buy, top up, switch or sell](#)[Transaction history](#)[View correspondence](#)[My personal details](#)[Manage my monthly payment](#)

## What would you like to do ?

[Buy](#)[Top up](#)[Switch](#)[Manage payment](#)

## MY EMAIL AND SECURITY DETAILS.

Your personal details are summarised below. Use the edit at the bottom of the screen to update your password and security information. You need to enter your existing password to be able to update your personal details.

Please [call us](#) if you wish to inform us of a change in your other personal details.

## Your personal details

Date of birth 15/01/1972  
National Insurance Number BA-50-16-52-A  
Advice Type Advised  
Address IFDS House  
Attn Mrs. D. Hazel  
St. Nicholas Lane  
Basilidon  
United Kingdom  
SS15 5FS

Telephone number

Authentication details

[EDIT](#)

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## MY PERSONAL DETAILS:

The My Personal Details screen opposite shows the personal details we hold for you.

- If you need to update your password and/or security information, use the 'EDIT' button at the bottom of the screen. For security you'll need to enter your existing password to be able to update your personal details.

2.

## i

## IMPORTANT INFORMATION

If you wish to tell us of a change in your other personal details such as your name or address, please call **0845 272 0089** and our dedicated team will be happy to help. Call charges will vary. We may record and monitor calls. Lines are open Monday to Friday 9.00am to 5.30pm.



## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund information](#)[Log off](#)[Investment summary](#)[Buy, top up, switch or sell](#)[Transaction history](#)[View correspondence](#)[My personal details](#)[Manage my monthly payment](#)

What would you like to do ?

[Buy](#)[Top up](#)[Switch](#)[Manage payment](#)

## MY EMAIL AND SECURITY DETAILS.

To update your email address and/or security details including password, please complete the relevant sections below.

Existing password

New password

Retype new password

Email address

sarah.durey@landg.com

New email address

Retype new email address

Security question 1

Mother's maiden name

Security answer 1

flower

Security question 2

Father's middle name

Security answer 2

flower

## Creating a strong password

Your new password must be between 8 and 128 characters long.

You may include any of the following: upper and lower case letters, numbers, spaces and special characters such as "#".

The password must not contain your username, your first or last name, or the word 'password'.

Remember, passwords are case sensitive.

[SUBMIT](#)

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## MY PERSONAL DETAILS:

- Please complete the relevant sections in the online form on the screen to make changes to your password, email address or other security details.
- Once completed, press 'SUBMIT' at the bottom of the page.

You'll receive confirmation that your details have been updated.

4.



# MANAGE MY MONTHLY PAYMENT.

Here's a step-by-step guide on how to manage, or start making, regular payments into your portfolio investments.





## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

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Manage my monthly payment

What would you like to do ?

Buy

Top up

Switch

Manage payment

The screen below shows the current valuations of your Investor Portfolio Service (IPS) holdings and your Investment Accounts (ISA).

## MY INVESTMENT SUMMARY.

SHOW SEARCH

PRINT FRIENDLY

TOTAL VALUATION: £103,550.68

## Stocks &amp; Shares ISA / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Asia Pacific Leaders A Fund Acc</a>	1,567.7149	03/05/2012	360.7600	5,655.69	<input type="checkbox"/>
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	386.3660	03/05/2012	368.8900	1,425.27	<input type="checkbox"/>
<a href="#">Invesco Perpetual Income Fund Acc</a>	510.6521	03/05/2012	2,077.3900	10,608.24	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	5,524.3183	03/05/2012	63.3200	3,498.00	<input type="checkbox"/>
<a href="#">M&amp;G Recovery A Fund Acc</a>	3,876.6202	03/05/2012	266.5300	10,332.36	<input type="checkbox"/>
<a href="#">Neptune Balanced Fund Acc</a>	1,123.5490	03/05/2012	470.8000	5,289.67	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	1,508.1585	03/05/2012	278.4000	4,198.71	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	47.6727	03/05/2012	4,715.0000	2,247.77	<input type="checkbox"/>

Your current tax year ISA contributions for this client reference: £0.00

Valuation: 43,255.71

TOP UP

## Investment Fund / B50501652A1K as at 03/05/2012

BUY NEW FUNDS

Fund	Units/Shares	Price date	Price(p)	Value(GBP)	Top up
<a href="#">First State Gbl Emerging Mkts Leaders A Fund Acc</a>	953.0552	03/05/2012	368.8900	3,515.73	<input type="checkbox"/>
<a href="#">Legal &amp; General Growth R Trust Acc</a>	1,233.4629	03/05/2012	63.3200	781.03	<input type="checkbox"/>
<a href="#">Neptune Global Equity A Fund Acc</a>	914.9525	03/05/2012	278.4000	2,547.23	<input type="checkbox"/>
<a href="#">Schroder Income A Fund Acc</a>	101.6936	03/05/2012	4,715.0000	4,794.85	<input type="checkbox"/>
<a href="#">Schroder UK Alpha Plus A Fund Acc</a>	2,966.8072	03/05/2012	126.6000	3,755.98	<input type="checkbox"/>

Valuation: 15,394.82

TOP UP

## MANAGE MY MONTHLY PAYMENT:

1. Select the 'Manage my monthly payment' tab.

**MANAGE MY MONTHLY PAYMENT:**

2. Select the account you wish to manage payments on from the drop-down menu.
3. Click the 'EDIT' button to view, reprioritise or cancel your pending deals. Pending deals allows you to streamline the payment process, so you can fill in deal details and pay later (for example, by cheque).

**INVESTOR PORTFOLIO SERVICE**

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

[Fund Information](#)[Log off](#)

[Investment summary](#) | [Buy, top up, switch or sell](#) | [Transaction history](#) | [View correspondence](#) | [My personal details](#) | [Manage my monthly payment](#)

What would you like to do ?

[Buy](#)

[Top up](#)

[Switch](#)

[Manage payment](#)

**MANAGE MY MONTHLY PAYMENTS.****Account selection**

Account selection

Holder(s) Mr THOMAS LEISHMAN (Client no:50501652)

**Payment**

Pending deals maintenance: view, reprioritise and cancel your pending deals. Pending deals allows you to streamline the payment process, so you can fill in deal details and pay later (for example, by cheque).

**EDIT**

**Regular Investments**

You do not currently make monthly payments into your product(s). If you want to create a monthly payment then please use this [application form](#).

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## INVESTOR PORTFOLIO SERVICE

THOMAS LEISHMAN  
Client reference: 50501652  
08/05/2012

Phone: 0845 272 0089  
Lines open: Monday - Friday 9am to 5:30pm  
Email: investor.portfolio.service@landg.com

Fund information

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Manage my monthly payment

What would you like to do?

Buy

Top up

Switch

Manage payment

Platform account

Platform account

850501652A1K, Mr T LEISHMAN

Holder(s)

Mr THOMAS LEISHMAN (Client no:50501652)

Make payment

To pay money by cheque into the IPS Cash Account, click on the button below and print out and complete the form that's generated. Please completed form and send it to Legal & General at the address on the form.

PAY BY CHEQUE

Payment

The available and cleared balances relate to the IPS Cash Account. Payment for any ISA or Investment funds can only be made from the IPS Cash Account applicable to your product. Payment for any pension or bond trades can only be made from the Trading Account applicable to your product.

The available balance is the cleared balance plus any money that we've received and processed but is not yet cleared. You can place deals using this balance. This figure may also be affected by any recent instruction or deal we're carrying out.

Cleared balance is the amount of cleared money within the IPS Cash Account that can be withdrawn or used to place deals. This figure may be affected by any recent instruction or deal we're carrying out.

Available Balance: -£200.31

Cleared Balance: £0.00

No pending deals found.

BACK

UNDO

CONFIRM

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## MANAGE MY MONTHLY PAYMENT:

If you make monthly payments into your product(s) these will be listed on screen, or you can apply to start making regular monthly payments.

- To pay money into the IPS Cash Account by cheque, click on the 'PAY BY CHEQUE' button and print out and complete the form that's generated. Send this to the Legal & General address given on the form.
- On this screen you can view the available and cleared balances relating to your IPS Cash Account. Payment for any ISA or Investment Funds can only be made from the IPS Cash Account applicable to your product. Payment for any pension or bond trades can only be made from the Trading Account applicable to your product.

The available balance is the cleared balance plus any money that we've received and processed but is not yet cleared. You can place deals using this balance. This figure may also be affected by any recent instruction or deal we're carrying out.

The cleared balance is the amount of cleared money within the IPS Cash Account that can be withdrawn or used to place deals. This figure may be affected by any recent instruction or deal we're carrying out.



Investment summary | Buy, top up, switch or sell | Transaction history | View correspondence | My personal details | Manage my monthly payment

**What would you like to do ?**

Buy  
Top up  
Switch  
Manage payment

**Platform account**

Platform account: 850501652A1K, Mr T LEISHMAN  
Holder(s): Mr THOMAS LEISHMAN (Client no:50501652)

**Make payment**

To pay money by cheque into the IPS Cash Account, click on the button below and print out and complete the form that's generated. Please attach the cheque to the completed form and send it to Legal & General at the address on the form.

**PAY BY CHEQUE**

**Payment**

The available and cleared balances relate to the IPS Cash Account. Payment for any ISA or Investment funds can only be made from the IPS Cash Account applicable to your product. Payment for any pension or bond trades can only be made from the Trading Account applicable to your product.

The available balance is the cleared balance plus any money that we've received and processed but is not yet cleared. You can place deals using this balance. This figure may also be affected by any recent instruction or deal we're carrying out.

Cleared balance is the amount of cleared money within the IPS Cash Account that can be withdrawn or used to place deals. This figure may be affected by any recent instruction or deal we're carrying out.

Available Balance: -£221.58  
Cleared Balance: £158.73

**IPS Cash Account**

Pending Deal Total (The total amount of money needed to fund all the pending trades): £650.00

Pending deals: you can use pending deals to streamline the deal process by filling in the deal details now and paying later (by cheque, for example).

You can change the priority by clicking the up and down arrows. You can cancel a particular pending trade by clicking on the 'Cancel' button on the row of the deal. When you're happy with the deals and the order please click 'Confirm'. You can use the 'Back' button if you want to return to the previous screen and you can use the 'Undo' button to cancel any changes in priority or cancellations you've made.

Priority	IPS Deal Reference	Product	Investment Amount (£)	Submitted Date	Expiry Date	Change Priority
1	U02DBTY	Investment Fund	100.00	24/05/12 16:24:46	07/06/12	
2	U02DBUV	Investment Fund	50.00	28/05/12 13:11:02	11/06/12	
3	U02DBV1	Investment Fund	500.00	28/05/12 14:34:26	11/06/12	

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6. If you've any pending deals to process, these will be displayed at the bottom of this page. You can use pending deals to streamline the deal process by filling in the deal details now and paying later (by cheque, for example).

You can change the priority by clicking the 'UP' and 'DOWN' arrows. You can cancel a particular pending trade by clicking on the 'CANCEL' button on the row of the deal.

7. When you're happy with the deals and the order, please click 'CONFIRM'.

8. You can use the 'BACK' button if you want to return to the previous screen and you can use the 'UNDO' button to cancel any changes in priority or cancellations you've made.

If you've made any changes, the screen will show updated information once you've clicked 'CONFIRM'.

**TIP:** Do not use the forward and back buttons on your internet browser to navigate these screens, as this will clear the information you've inputted. To go to the next screen or return to a previous screen, use the buttons at the bottom of the page.



**Legal & General (Portfolio Management Services) Limited**

Registered in England and Wales No. 02457525

**Registered office:** One Coleman Street, London EC2R 5AA

We are authorised and regulated by the Financial Conduct Authority.

Q36414 10/14 H0151233